Navan Unveils Navan Cognition: Groundbreaking Agentic AI Platform for Companies to Build AI Workforces

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The Only Multi-Agent AI Framework Proven at Scale; Soon Available to Companies Everywhere

PALO ALTO, Calif.--(BUSINESS WIRE)--Navan, the all-in-one global travel and expense management platform, today announced Navan Cognition, a groundbreaking new platform that will soon let companies build and deploy teams of advanced, reliable AI workforces. With Navan Cognition, companies of all sizes can create AI-powered teams, not just single-purpose chatbots or basic AI tools, helping them automate and improve complex business tasks. Inspired by the neural connections of the human brain, Navan Cognition deploys a network of specialized, skill-focused AI agents continuously supervised for accuracy and credibility, which prioritizes zero critical hallucinations.

Today's AI adoption has created a completely new frontier: the AI workforce. Similar to managing elite human teams, Navan Cognition is designed for companies to build specialized AI agents, instead of relying on a single model which can be more prone to mistakes, especially with complex tasks. Companies will have the ability to provide for continuous learning, performance management, and built-in safeguards for these agents while navigating complex tasks with accuracy.

Launched into full-scale production in early 2023, Navan Cognition is already proving its value on the front lines of global travel customer support through Navan's own AI assistant, Ava. Powered by Navan Cognition, Ava replaces hundreds of human agents, handling thousands of chats per day, seamlessly automating complex processes like refunds, travel cancellations, seat upgrades and solving for complex travel disruptions.

Navan Cognition will soon be available for companies to build their own enterprise-ready teams of AI agents. "At Navan, we believe the future of AI isn't just about smarter tools, it's about having expert and advanced AI team members working alongside you," said Ilan Twig, Co-Founder and CTO of Navan. "Navan Cognition makes it easy to design, test, and launch sophisticated multi-agent AI applications with simple, plain-language prompts and one-click deployment. We're helping companies bring powerful ideas to life faster, breaking down old barriers, and unlocking new opportunities for real results."

Dr. Itamar Kahn, Associate Professor of Neuroscience at Columbia University's Mind Brain Behavior Zuckerman Institute, commented: "Navan built something genuinely practical, innovative, and ready for enterprise-scale production - an AI system that reliably handles tens of thousands of sensitive monthly interactions while avoiding entirely critical hallucinations. Navan Cognition's unique differentiation between trivial errors and critical inaccuracies represents a crucial step forward in mission-critical agentic AI."

Ready to build an exceptional AI workforce of your own? Sign up for Navan Cognition to reimagine what's possible with AI at navancognition.ai.

About Navan

Navan is the leading all-in-one business travel and expense management solution that makes travel easy for frequent travelers. From finding flights and hotels, to automating expense reconciliation, with 24/7 support along the way, Navan delivers an intuitive experience travelers love and finance teams rely on. See how Navan customers benefit and learn more at navan.com.

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