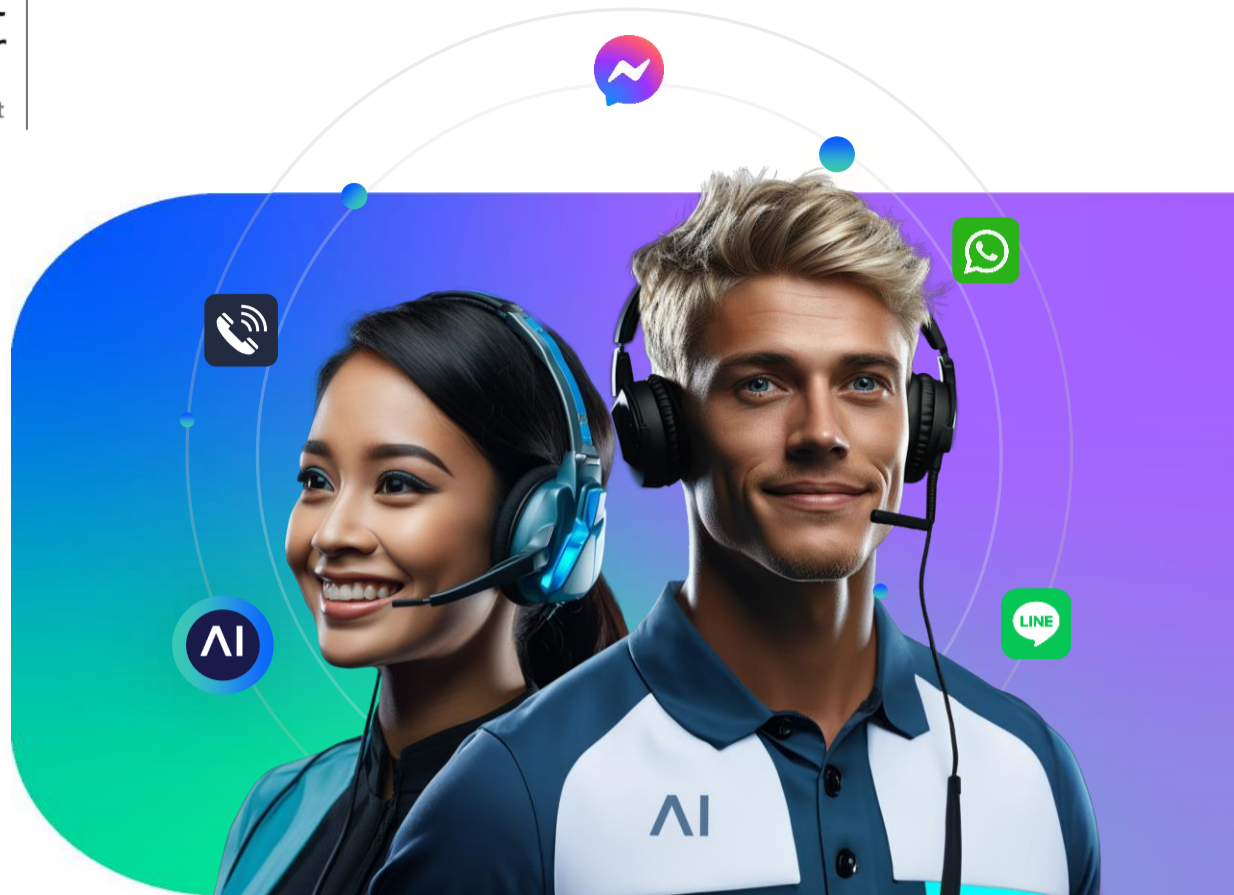**COGNIGY**

Microsoft Partner
Microsoft

AI Agents for
Your Business

About Cognigy

Cognigy is revolutionizing the customer service industry by harnessing the most cutting-edge AI technology on the market. Built on the foundation of the world's leading Conversational AI platform and enhanced with Generative AI, Cognigy.AI enables enterprises to deliver exceptional service that is instant, personalized, in any language, and on any channel.

What we offer

Cognigy's AI Agents supercharge your customer and agent experience with:

- Industry-specific pre-trained AI Agents

- Multilingual call and chat support (100+ languages)

- Seamless integration with existing enterprise systems

- Your enterprise knowledge to accurately answer any inquiry

- Real-time assistance and actionable service insights for human agents on voice and digital channels

With native integrations into the Microsoft Enterprise Suite, Azure, OpenAI and Nuance, you can deliver frictionless service loved by everyone. Harness the power of OpenAI on Azure to unleash the benefits of LLMs for customer and employee service while ensuring enterprise-grade security and privacy.

What our customers are saying

"We selected Cognigy.AI to bring our vision of abundant self-service automation for our customers to fruition. Cognigy.AI has proven to be the perfect fit for our enterprise needs and has enabled us to deliver a truly exceptional customer experience."

– Darryl Hoover, CTO, Direct Travel

Cognigy
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Why Cognigy?

Contact Center Automation Suite

Cognigy offers a business-focused Enterprise Conversational AI platform, enhanced with Generative AI to enable you to deliver outstanding service, anytime and anywhere.

This includes Conversational IVR, AI Agents, Agent Assist to automate and orchestrate end-to-end service processes, support agents in real time and deliver multimodal service across any digital or voice channel, or combination thereof.

Built for Enterprise Scale

Cognigy is designed for enterprises to build scalable experiences across multiple brands, regions and languages.

With an integrated localization toolset, granular access rights, resource sharing and a multilingual UI, you can handle high volumes wherever they are, in any channel and any language.

Plug-and-Play Extensible Platform

Cognigy is designed for unlimited flexibility, interoperability and ease of use. Our platform enables you to mix and match solutions, services and integrations to create a best of breed solution for any use case.

Deploy Cognigy on top of your existing tech stack to bring together and orchestrate all your backend systems and services. With 25+ prebuilt channel connectors, hundreds of integrations, an open API and custom extensions, the question isn't what's missing but what else you want to do.

Ranked #1 by Customers & Analysts

Gartner® has recognized us with the 2023 Customer's Choice™ award with 98% of customers recommending Cognigy.

Cognigy is ranked #1 in every use case in the 2023 Gartner® Critical Capabilities Report for Enterprise Conversational AI Platforms and is recognized as the Leader in the 2022 & 2023 Gartner® Magic Quadrant™ for Enterprise Conversational AI Platforms.

Conversational IVR

AI Agents

Agent Assist

COGNIGY

Cognigy is revolutionizing the customer service industry by harnessing the most cutting-edge AI technology on the market. Its award-winning solution empowers businesses to deliver exceptional service that is instant, personalized, in any language, and on any channel. By perfectly combining Generative and Conversational AI to create AI Agents, Cognigy is shaping the future of customer service, increasing customer satisfaction, and supporting employees in real-time.

Learn more at
www.cognigy.com