



## Power Up Your Contact Center with Conversational AI

### Deliver the Next Frontier of Customer Service with Conversational AI and Generative AI

Cognigy.AI helps enterprises meet evolving customer expectations head-on with effective, responsive, and consistent service using Conversational AI. Our market leading NLU, enhanced with Large Language Model (LLM) technology like Chat GPT, enables you to bring truly human conversation to life and transform the way customers engage with your brand.



#### Conversational IVR

Intuitive interactive voice responses ensure customers take the shortest path to resolution – never having to repeat themselves.



#### Smart Self-service

Intelligent virtual agents bridge the support gap with efficient, end-to-end informational and transactional self-service on any voice and digital channel.



#### AI Powered Agent + Assist

Real-time AI assistance suggests next-best actions and responses, helping agents deliver high-quality support at speed.



## What Sets Cognigy.AI Apart?

### Deliver Faster Time-to-Value

Increase your contact center flexibility to keep pace with unpredictable business and market dynamics. Keep your brand resilient today – and tomorrow.



### Empower Agents

Deploy a digital workforce that enables agents to focus on high-value support and gives them the tools they need to handle complex tasks faster and smarter.



### Integrate & Elevate Systems

Integrate Cognigy.AI with your existing contact center infrastructure and speed up issue resolution with real-time transactional data. No rip and replace necessary.



### Delight Customers

Deliver the best customer experience possible with frictionless, personalized self-service across all channels. Automate conversations and provide consistent support anytime, anywhere.



## Cognigy Contact Center AI Platform

Cognigy.AI's low-code platform empowers enterprise users to design sophisticated, natural conversations and deploy intelligent customer service on any channel – easier than ever. Using turnkey integrations and enhanced with Generative AI, Cognigy.AI interacts with your backend systems in real-time to personalize every engagement and provide quick, accurate responses to customer queries in any language.



Natural, human-like dialogues in 100+ languages	25+ channel connectors (phone & digital messaging)	Native integration with OpenAI	Flexible, low-code graphical editor	Inbuilt customer service analytics
Plug-and-play contact center connectivity	Pre-built backend and CRM integrations	Open ecosystem – unlimited customizability	Inbuilt customer service analytics	BSI AIC4 certified, GDPR and PII data security compliance

## Real-World Business Impact



**+30% CSAT improvement**



**15% shorter average handling time (AHT)**



**99.5% faster response time**

### ABOUT BLACK BOX

Black Box® is a trusted IT solutions provider delivering cutting-edge technology products and world-class consulting services to businesses across the globe in every industry. The breadth of our global reach and depth of our expertise accelerate customer success by bringing people, ideas, and technology together to solve real-world business problems.

