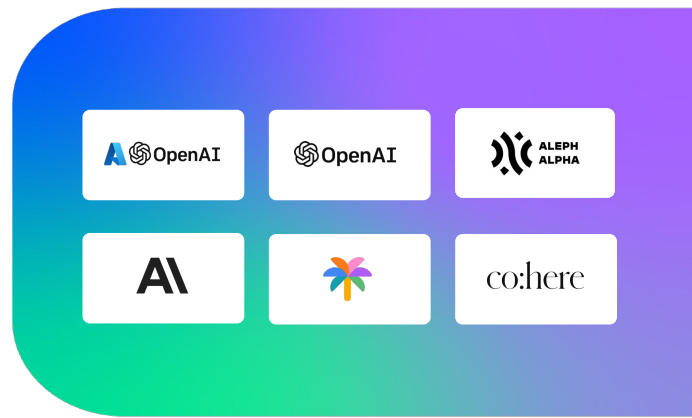# COGNIGY | BLACK BOX

Enterprise-Ready Generative AI
for Your Business

Unlock GPT-Powered AI Agents for Customer Service Transformation

Cognigy brings the transformative potential of Generative AI to your fingertips, combining the reliability, control, and integrations of the market-leading Enterprise Conversational AI platform with the flexibility and power of Large Language Models (LLM).

Upload documents and instantly launch cutting-edge AI Agents trained on your data. Deliver exceptional experiences that will surpass customer expectations.

The Next Frontier of Customer Service Technology

Knowledge AI: Next-Gen Semantic Search and Generative Q&A

- Seamless connection with enterprise content.
- Less manual FAQ management and intent training.
- More efficient and successful customer journeys.
- Instant access to up-to-date support knowledge for human agents.

Build Assist: Accelerated Conversation Design for Faster Time-to-Value

- AI-assisted bot building.
- AI-infused document ingestion (PDF, DOCX, HTML, etc.).
- LLM-generated training data and AI output.

GPT-Powered CX: Truly Human and Hyper-Personalized Experiences

- Contextual and empathetic responses that resonate.
- Human-level language understanding.
- Highly sophisticated sentiment analysis.

> I'd like to bring my dog with me on my upcoming honeymoon trip. Are pets allowed onboard?

> Congratulations! 🤩 Yes, you can bring your dog onboard, provided that the combined weight of the pet and its kennel doesn't exceed 8kg.

Real World Business Impact

10x Faster bot building

5x Higher resolution rate

+30% CSAT improvement

COGNIGY

Why Choose Cognigy?

CX Innovation
Deliver superior customer experiences with cutting-edge Generative and Conversation AI

Control and Traceability
From 100% autopilot to 100% control – you decide how to leverage LLMs for customer interactions.

Data Privacy and Security
Benefit from secure data hosting and advanced measures like PII data redaction before ingesting into LLMs.

Production and Scalability
Prepare for any contact volume with the ability to handle tens of thousands of concurrent sessions.
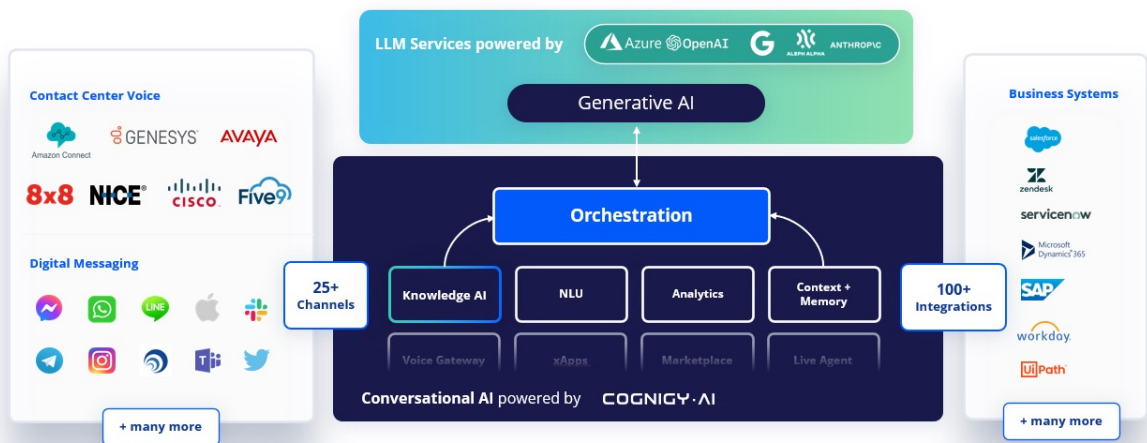
Multi-Model Orchestration
Future-proof your LLM deployment and flexibly select the most optimal model per individual use case.

Transaction-Readiness
Help customers accomplish their goals in one go with AI Agents that can solve FAQ and transactional queries from start to finish.

LLM Services powered by Azure OpenAI G ALEPH-ALPHA ANTHROPIC

Generative AI

Contact Center Voice
Amazon Connect, GENESYS, AVAYA, 8x8, NICE, CISCO, Five9

Digital Messaging

25+ Channels

Orchestration

Knowledge AI | NLU | Analytics | Context + Memory

Voice Gateway | xApps | Marketplace | Live Agent

Conversational AI powered by COGNIGY·AI

Business Systems
salesforce, zendesk, servicenow, Microsoft Dynamics 365, SAP, workday, UiPath

100+ Integrations

+ many more

+ many more

Support Your Customers and Agents with Conversational and Generative AI.

BLACK BOX®
855-324-9909 | BLACKBOX.COM

cognigy.com | info@cognigy.com

Get a demo