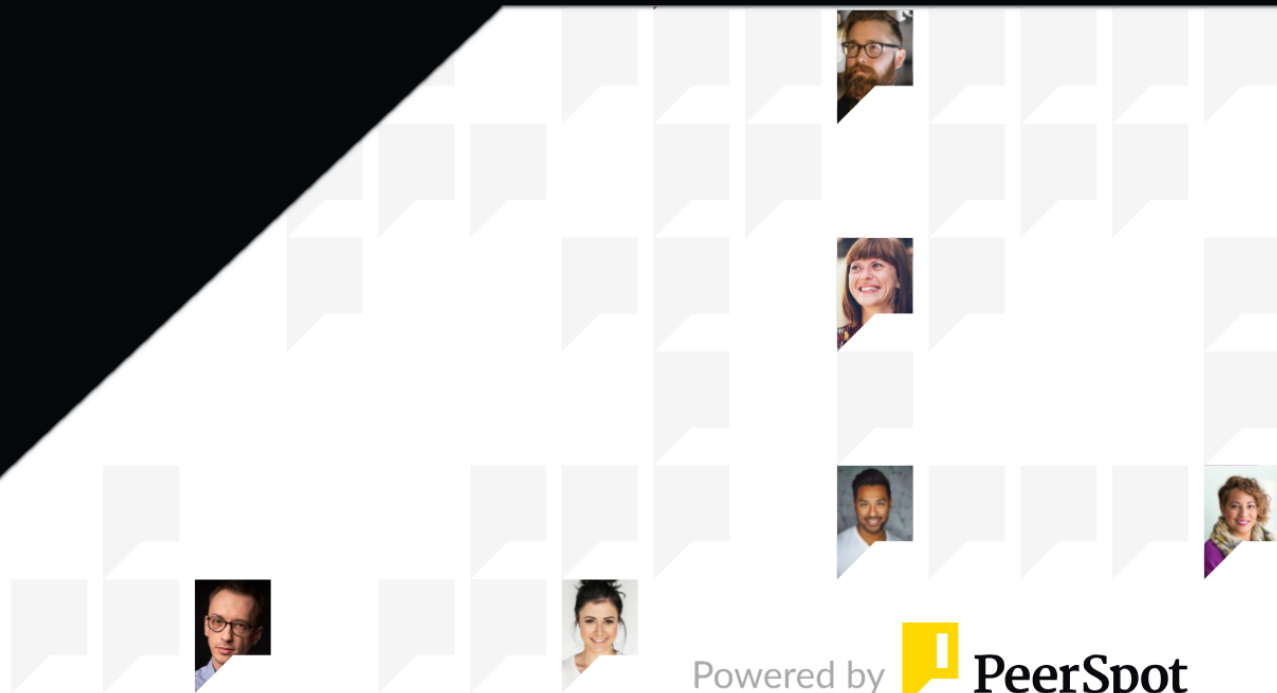




Cognigy.AI Platform

Reviews, tips, and advice from real users



Powered by  **PeerSpot**

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Product Recap



Cognigy.AI Platform

Cognigy.AI Platform Recap

Cognigy.AI Platform is an advanced conversational automation framework designed to improve customer engagement through intelligent virtual agents and sophisticated dialogue management.

Cognigy.AI Platform streamlines communication processes, enabling businesses to deploy virtual agents that enhance customer interactions. By integrating natural language processing and machine learning, it offers flexibility and customization to meet specific business demands. Organizations can ensure accurate and efficient responses, reducing the workload on human agents and improving service delivery.

What are the key features of Cognigy.AI Platform?

- **Natural Language Understanding:** Accurately interprets user intent to provide relevant responses.
- **Omnichannel Support:** Allows interaction across multiple communication channels seamlessly.
- **Customizability:** Tailors interactions to reflect brand voice and address specific requirements.
- **Analytics and Insights:** Offers detailed reports to enhance performance and customer experiences.
- **Integration Capabilities:** Connects with existing systems to streamline workflows and processes.

What benefits should reviews highlight for Cognigy.AI Platform?

- **Improved Efficiency:** Automates routine inquiries, freeing up human resources for complex tasks.
- **Cost Reduction:** Decreases operational expenses by minimizing the need for large support teams.
- **Increased Customer Satisfaction:** Enhances user experiences with quick and accurate responses.
- **Scalability:** Easily adapts to growing business needs without requiring significant investment.

Cognigy.AI Platform is widely implemented across industries such as finance, healthcare, and retail, reflecting its versatility. In finance, it manages client queries with precision and promptness. Healthcare utilizes it for scheduling and patient engagement, improving efficiency and patient satisfaction. Retailers deploy it for personalized customer support, enhancing shopping experiences and fostering loyalty.

Valuable Features

Excerpts from real customer reviews on PeerSpot:



“Previously, it would take a month to build all conversational flow and IVR flows, now it takes just days.”



Senthil Kumar Sundaramurthy

Technical Architect at a outsourcing company with 1,001-5,000 employees



“Overall, I had a positive experience evaluating Cognigy.AI Platform, as it is a strong enterprise conversational AI platform with an intuitive visual development experience and good integration capabilities.”



S Sahitya

Conversational AI developer at a tech services company with 1,001-5,000 employees



“Cognigy.AI Platform has really helped us positively in our organization with our customer projects because the projects that I have worked on have been customer-related.”



Validated user

AI Engineer at a transportation company with 10,001+ employees



“The best part of using Cognigy.AI Platform is that the user interface is very friendly and easy to use.”



Atul Sonu

Management Consultant at a educational organization with 1-10 employees



“Cognigy.AI Platform has positively impacted my organization because it saves us time implementing the chat assistant, we do not need to build the chat assistant from scratch, and it reduced the development time for new features and made it easier for both technical and non-technical team members to collaborate on chat improvements.”



Nemanja Fent

Front End Developer at Createq



“Cognigy.AI Platform has had a really good impact on our organization because whatever investment we are doing in the solution, it is giving the right output, reducing the cost of the investment, and we are getting better ROI.”



Validated user

Cloud Services & Software Specialist at LTM



“Cognigy.AI Platform has enhanced my customer interactions because all clients have been positive about it and have seen the benefits.”



Validated user

Conversational Ai Consultant at a tech vendor with 10,001+ employees

What users had to say about valuable features:

“In my experience, the best features Cognigy.AI Platform offers are that overall it is a good product.

The specific feature that stands out to me is analytics..”

Asishpati Asishpati

Technical Manager at a tech vendor with 10,001+ employees

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“I think the best features of Cognigy.AI Platform are the flows and how easy it is to set up the flows. Also, the integration of endpoints is straightforward. You get the endpoint which provides an out-of-the-box whole chat assistant.

“Setting up flows in Cognigy.AI Platform is easy for me because the user interface is intuitive and easy to navigate. There are plenty of tutorials and also a free academy on Cognigy.AI Platform where you can dive in and see all the benefits and how to use Cognigy.AI Platform. This really speeds up the platform.

“Cognigy.AI Platform has positively impacted my organization because it saves us time implementing the chat assistant. We do not need to build the chat assistant from scratch. We are using Cognigy.AI Platform for it, so it is out of the box. It reduced the development time for new features and made it easier for both technical and non-technical team members to collaborate on chat improvements..”

Nemanja Fent

Front End Developer at Createq

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“The best features of Cognigy.AI Platform are numerous, including HTTP requests and intent-driven routing. The AI agents can be set up as contact center employees, serving as the first point of contact before engaging live agents. Furthermore, the integration with third-party applications is easy, which simplifies configurations for technical personnel to code and configure everything in one place to build a solution. These are the standout features of Cognigy.AI Platform for me.

“I have also found the visual flow builder to be valuable, and regarding analytics and reporting, those are also great features.

“The positive impact that Cognigy.AI Platform brings to our organization is the ability to package competitive solutions to present to the market against existing alternatives.

“Although we do not use Cognigy.AI Platform as an organization, we sell it to clients as NICE partners. Clients have valued it highly and recognize the positive impacts, noting advantages such as improved customer experiences..”

Validated user

[Read full review](#) 

Technical Support Specialist at a comms service provider with 501-1,000 employees

“The best part of using Cognigy.AI Platform is that the user interface is very friendly and easy to use. Learning the platform itself is quite good. The best part is the academy that Cognigy provides, and since we are partners, I have access to courses where I can learn more. Learning through those courses is very easy, and using Cognigy.AI Platform, the UI that is made available, the flows, the nodes, branching, all these features are very handy. The options for STT and TTS, along with the right panel where I can perform many commands, are also quite solid. The integration capabilities are a strong suit of Cognigy.AI Platform. For example, I have worked actively with Salesforce, and it is relatively less challenging to integrate Cognigy.AI Platform with Salesforce. These are the major aspects where I prefer Cognigy.AI Platform compared to other similar platforms that I have used.

“I would also like to highlight that the flow and UI of the portal itself are excellent. The lexicons, AI agent side, LLMs, and knowledge hub—all of which are most pertinent to building the journey—are right in front of me. The broad window where the flows are being built is also very nice. When I right-click on any box, the options that appear seem to include everything I need. The right-click menu presents all necessary features in an intuitive way, making it easy to use..”

Atul Sonu

Management Consultant at a educational organization with 1-10 employees

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“In my experience, the best features Cognigy.AI Platform offers include AI agents that allow me to quickly build conversational flow. The NLU part with external natural language understanding providers is also a key portion. Then there are the copilot, agent copilot, and voice gateway integrations along with knowledge search. These are the great features of Cognigy.AI Platform. Now it is integrated with the CX1 knowledge base, so I can quickly call external services using web API or DB requests or trigger functions. These are good features of Cognigy.AI Platform.

Out of those features, I usually use the code node, which is most useful for me. The knowledge search and all XApp nodes—Init session, how adaptive cards are shown, and show HTML—are features I use as part of my implementation.

Apart from that, I sometimes use live agents and explore the analytics part, but I do not dive deep into the analytics area.

Cognigy.AI Platform has positively impacted our organization as I was working with various platforms such as Avaya, Cisco, Genesys, Google CCAI, Omelia, and Amelia. Cognigy.AI Platform is easy to learn and has fewer nodes, but it impacts the building of quick flows significantly. I can easily convince customers because it is an LLM-enabled platform. This makes it easy to convince customers to implement their business needs quickly. That is the overall impact..”

Senthil KumarSundaramurthy

Technical Architect at a outsourcing company with 1,001-5,000 employees

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“The best features that Cognigy.AI Platform offers are all based on AI use cases that are implemented as self-service, which are very good. We tried some use cases for medical lines where customers or patients are calling and it provides better schedules, appointments, and renewals of existing policies in the banking sector. In IT, we have onboarding where there are issues or requests for new devices that are very quickly adopted by Cognigy.AI Platform and it helps us.

“The experience that we faced via Cognigy.AI Platform is very good, using its LLM modules or all that we have in-house with Azure and OpenAI. These are very deep and quick to easily understand, leading to no issues whenever users are speaking. Cognigy.AI Platform understands clearly what the user is saying and based on that, it provides the right response, thus reducing the average handling time and first call response to the user, improving our customer CSAT.

“Cognigy.AI Platform has had a really good impact on our organization because whatever investment we are doing in the solution, it is giving the right output, reducing the cost of the investment, and we are getting better ROI. We tried to use other solutions, but as compared to those, Cognigy.AI Platform is really good.

“Day-to-day work is basically focused on the use cases because it is a mix of that, and majorly we work on self-service, which is really good in Cognigy.AI Platform, providing better output, quick response, and it is easy to solve for the end users. I would say that majorly 90 percent of our use cases are in self-service..”

Validated user

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Cloud Services & Software Specialist at LTM

Other Solutions Considered

“Before choosing Cognigy.AI Platform, I did not review other agents as that was not my responsibility and the decision to go with Cognigy was a management decision..”

Asishpati Asishpati

Technical Manager at a tech vendor with 10,001+ employees

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“Before choosing Cognigy.AI Platform, I evaluated other options recommended by our pre-sales team. They did a comparison with other conversational AI platforms such as Omelia, Amelia, and Google CCAI. However, I do not have data on why Cognigy.AI Platform was chosen, as that decision was made by the pre-sales team..”

Senthil KumarSundaramurthy

Technical Architect at a outsourcing company with 1,001-5,000 employees

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“As part of the evaluation, I also looked at platforms such as Dialogflow, Yellow.ai, and Core.ai. I wanted to compare their capabilities around visual conversation design, integration options, scalability, and overall suitability for enterprise conversational AI use cases before assessing Cognigy.AI Platform..”

S Sahitya

[Read full review](#) 

Conversational AI developer at a tech services company with 1,001-5,000 employees

“I have not previously used a different solution for my clients. I have been working on Cognigy.AI Platform for the last two years only. Primarily, the use cases have been driven with the LLM that has been brought in. Before that, I worked with native features in Salesforce, such as Einstein chat. The quick deployment and short time to get up and running were a couple of aspects where clients were demanding Cognigy.AI Platform. This was not a case of replacement but rather a case of development for the first time. Most of the projects have been greenfield projects..”

Atul Sonu

[Read full review](#) 

Management Consultant at a educational organization with 1-10 employees

“I previously used Google CCAI for conversational tasks before adopting Cognigy.AI Platform.

The main reason I switched from Google CCAI to Cognigy.AI Platform is that Cognigy.AI Platform is user-friendly. All the nodes are set up so that even a layman can easily understand them, and business users can create workflows easily. In contrast, Google CCAI requires proper training, which is a time-consuming process. That is the reason I chose Cognigy.AI Platform..”

Senthil Kumar Sundaramurthy

[Read full review](#) 

Technical Architect at a outsourcing company with 1,001-5,000 employees

“We did not switch as we are using both solutions. We already have two or three solutions in-house and we all use those while also parallelly starting to use Cognigy.AI Platform, evaluating all three solutions. Most probably in a few months, we will have actual value based on costings, time saving, improvement and everything we will capture and we will share it out.

“We have other solutions like Voicing.ai, Yellow.ai, Rezo.ai, and we also have Azure Voice Bots. We worked with all of them, and that is why we are using Cognigy.AI Platform now because we have seen a lot about Cognigy.AI Platform in the market and we are trying to use it. As a partner with NICE, we got it and we are evaluating that as well..”

Validated user

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Cloud Services & Software Specialist at LTM

ROI

Real user quotes about their ROI:

“Notable returns on investment mentioned by clients include improved customer experiences and quicker response times, which are the two relevant metrics I can share..”

Validated user

Technical Support Specialist at a comms service provider with 501-1,000 employees

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“I have seen a return on investment with Cognigy.AI Platform. The time saved is significant, although I do not have any data on the overall cost at this time. Previously, it would take a month to build all conversational flow and IVR flows. Now it takes just days. It is a good platform, and being LLM-enabled, the time saving is a key benefit..”

Senthil KumarSundaramurthy

Technical Architect at a outsourcing company with 1,001-5,000 employees

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“Since my experience was limited to an evaluation and proof of concept, I didn't measure a formal ROI or business metric. However, I noticed that the visual development approach reduced the time needed to build and iterate on conversational flows compared to coding everything manually. It also made it simpler and easier to prototype ideas and gather feedback, which can help reduce development effort during the early stages of a project..”

S Sahitya

Conversational AI developer at a tech services company with 1,001-5,000 employees

[Read full review](#) 

“I have seen a return on investment with Cognigy.AI Platform for my clients. I have mostly targeted reducing wait time and AST, which are average speed to answer and wait time. These are the two areas where I have seen the most benefits. Although I target many KPIs, the feedback has been positive on the side that customers did not have to wait anymore and AST has gone down significantly. These are the two solid pieces of feedback I have received. There are others as well, but I would like to emphasize on these two primarily..”

Atul Sonu

Management Consultant at a educational organization with 1-10 employees

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“Since using Cognigy.AI Platform, I have seen specific outcomes like time saved, improved customer satisfaction, and reduced manual work, all of which are achievable because the tool is easy to understand and can be quickly learned to start building easily.

Since using Cognigy.AI Platform, I have observed a return on investment that includes performance-wise improvements, time saved, and cost-wise savings which are helping customers..”

Vishalbabu Muttur

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Management Consulting at a tech vendor with 10,001+ employees

“On an ROI basis, we evaluated based on other things. The costing is high, but the ROI as compared to long-term, say in five years or seven years, is achievable and that is good based on the feedback and the time we are spending with a normal human agent compared to a Cognigy.AI Platform virtual agent, which is really good.

“Cognigy.AI Platform covers all three outcomes, including cost savings, time saved, and customer satisfaction scores, although I do not have actual numbers right now because we are still evaluating. Most probably within a year we will have all the data, but I would say that the major point is the cost and second is the customer satisfaction that is going high..”

Validated user

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Cloud Services & Software Specialist at LTM

Use Case

“My main use case for Cognigy.AI Platform is to simulate and automate the workflow that I usually receive from management.

A specific example of a workflow I have automated using Cognigy.AI Platform is reviewing the tickets flow in and out while improving transparency with all ticket flow, timeline, and KPIs.

Regarding my main use case, I find it very helpful for managing the support organization..”

Asishpati Asishpati

Technical Manager at a tech vendor with 10,001+ employees

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“My main use case for Cognigy.AI Platform is building a chat assistant platform for our Swiss airline company. Users ask about rebooking or refund options for their flights.

“Cognigy.AI Platform helps users with rebooking or flight options by saving us time, so we do not need to use human agents for chatting with customers. The user starts a chat and asks for a rebook. The bot from Cognigy.AI Platform asks for the PNR number, and then everything is done in Cognigy.AI Platform flows, where we define all the flows regarding rebooking or refunds. It really helps us and saves us time..”

Nemanja Fent

Front End Developer at Createq

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“My main use case for Cognigy.AI Platform involves building AI agents for a couple of industries, mostly focused on the telco industry.

“I have completed several projects with Cognigy.AI Platform in the telco industry. I started with creating simple Q&A and FAQ agents. Then I worked on a project where I was helping customers with next best offer creation. We were from the customer service side, and after closing service calls, we wanted to offer upsell opportunities to customers, which is the type of agent that I built in one of the projects. I also attempted one where I wanted to cater to a couple of intents where the top intents were billing dispute and network outage..”

Atul Sonu

Management Consultant at a educational organization with 1-10 employees

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“My main use case for Cognigy.AI Platform is for contact center solutions, where I build solutions for intent routing via voice and chat. Another use case is building cognitive flows that utilize intent-driven routing and voice routing while integrating endpoints with HTTP request nodes, webhooks, and APIs to retrieve data from databases and feed it into CRMs for web chat, chatbots, and live agents. I use it daily to build solutions for contact centers.

“I also use Cognigy.AI Platform as an innovative way for our contact center clients to allow their clients to reach them, moving beyond traditional methods such as voice chats and emails. Cognigy.AI Platform offers a different approach to the contact center environment, integrating artificial intelligence and improving the overall contact center experience for day-to-day users..”

Validated user

Technical Support Specialist at a comms service provider with 501-1,000 employees

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“My main use case for Cognigy.AI Platform is building conversational AI agents and customization, adding additional extensions in knowledge AI, and building XApp. These are the key parts of my work with Cognigy.AI Platform.

A specific example of how I have used Cognigy.AI Platform for one of those conversational agents or customizations is when one of our customers needed knowledge integration of their proprietary knowledge with Cognigy.AI Platform. I built a custom extension which accesses the knowledge AI and their knowledge bases in Cognigy.AI Platform. This is one of the customizations. Additionally, for XApp, I built features to get a lot of consent from the customer through pop-ups. There are many customizations and implementations I have completed as part of XApp.

I mainly focus on customization based on the customer's business requirements and have worked on various interesting implementations with Cognigy.AI Platform..”

Senthil KumarSundaramurthy

Technical Architect at a outsourcing company with 1,001-5,000 employees

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“Our main use case for Cognigy.AI Platform is to provide a self-service solution to our global customers because LTIM is distributed across the globe and we have major customers across the US and Europe region, and we are also expanding in the APAC region, capturing industries such as BFSI, hospitality, manufacturing, and all relevant domains.

“Recent use cases that we have built for our customers and in-house users include a fully self-service module using Cognigy.AI Platform that allows users to connect to HR and IT systems to get their queries answered. Based on the queries, Cognigy.AI Platform understands and integrates with backend systems, whether IT systems, HR systems, AD systems, or backend IT systems, which helps whenever there are new users onboarding or they have issues with an existing system. These issues can be verified via Cognigy.AI Platform, and Cognigy.AI Platform raises a backend request or issue that goes to the authorized person based on a persona. Once they approve or reject, Cognigy.AI Platform takes the next step and completes the process..”

Validated user

Cloud Services & Software Specialist at LTM

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Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

“As a technical specialist, I have very little knowledge regarding pricing, setup costs, and licensing, so it would be best suited for our sales team and solutions architects..”

Validated user

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Technical Support Specialist at a comms service provider with 501-1,000 employees

“I am not directly involved in the purchase process of Cognigy.AI Platform through the AWS Marketplace. My company handles that, and I am the one who does the configuration and implementation..”

Vishalbabu Muttur

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Management Consulting at a tech vendor with 10,001+ employees

“The initial setup of Cognigy.AI Platform is straightforward. I just have to define the agent prompt, set up the model that I want to use, and then move forward to building the actual workflow. This is similar to what ElevenLabs does, so on that regard, they are the same..”

Validated user

[Read full review](#) 

Conversational Ai Consultant at a tech vendor with 10,001+ employees

Customer Service and Support

“Customer support has been good. Our support team usually raises tickets to Cognigy, and they coordinate accordingly. I am mostly involved directly with the customer..”

Senthil Kumar Sundaramurthy

Technical Architect at a outsourcing company with 1,001-5,000 employees

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“The governance and security point of Cognigy.AI Platform is also good, as we tried and verified with our in-house governance team and AI evaluation teams, finding out that everything is very mature and properly designed..”

Validated user

Cloud Services & Software Specialist at LTM

[Read full review](#) 

“Cognigy.AI Platform's customer support is usually good since you open a public ticket and they respond quickly. You can even schedule meetings with support and see it in real time. I would rate customer support on a scale from one to ten as a seven..”

Validated user

project manager at a tech vendor with 10,001+ employees

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“The customer support for Cognigy.AI Platform is really good. Every week or so, we have a meeting with Cognigy from the customer support where we can ask any relevant questions or if we have any issues or bugs that need to be fixed from the Cognigy.AI Platform side. They are really great..”

Nemanja Fent

Front End Developer at Createq

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“I have not needed to seek support from NICE Cognigy.

“I provide support for Cognigy.AI Platform, and there has been no incident requiring intervention with Cognigy support thus far..”

Validated user

Technical Support Specialist at a comms service provider with 501-1,000 employees

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“Based on my experience, I had limited interaction with Cognigy.AI Platform's customer support since my experience was mainly through an evaluation. Based on the resources available and the assistance I received when needed, the experience was positive and responsive. I didn't encounter any major issues that required extensive support, so I cannot fully evaluate their long-term customer service. I would rate around 8 out of 10..”

S Sahitya

Conversational AI developer at a tech services company with 1,001-5,000 employees

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Other Advice

“If you cannot build a conversational AI from scratch or you do not have any capacity to build one from scratch, then go for Cognigy.AI Platform. I would rate this platform an eight out of ten..”

Nemanja Fent

Front End Developer at Createq

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“My advice for others looking into using Cognigy.AI Platform is that it is always better to try before you choose, so I would like them to select Cognigy.AI Platform before going with any other AI agent..”

Asishpati Asishpati

Technical Manager at a tech vendor with 10,001+ employees

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“My advice for those considering Cognigy.AI Platform is that it is ideal for improving customer experience and ensuring quicker response times. It is also suitable for those looking for a solution with minimal limitations on integrations and for those interested in integrating AI agents and chatbots into their contact center solutions. I would rate this product an 8 out of 10..”

Validated user

Technical Support Specialist at a comms service provider with 501-1,000 employees

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“I would give advice to others looking into using Cognigy.AI Platform that it is a really good solution and they should try it, as implementing a solution for different use cases is a really quick and easy setup that provides good output.

“If you have some good training material and hands-on labs, you could share them with me, as I want to try more on Cognigy.AI Platform. I provided a review rating of 10 for this solution..”

Validated user

Cloud Services & Software Specialist at LTM

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“My advice to others looking into using Cognigy.AI Platform depends on who they are. If it is my colleagues and my team, I would rather have them learn it quickly and get their hands dirty as soon as possible. If it is clients, I would want them to have their ecosystem prepared, with their integrations and other components ready to be used actively with Cognigy.AI Platform. Since I work as a consultant, the adoption is not specifically for Cognigy.AI Platform but rather for the contact center or conversational aspect where clients are facing challenges, and I provide them alternatives, amongst which one could be Cognigy.AI Platform. I would rate my overall experience with Cognigy.AI Platform as a nine out of ten..”

Atul Sonu

Management Consultant at a educational organization with 1-10 employees

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“My advice for others looking into Cognigy.AI Platform is that it is easy to integrate, implement, and learn. It is also very flexible, supporting various contact center products such as [Genesys](#), Cisco, or Avaya. Additionally, it enables different voice types and supports multi-channel, omni-channel, and digital channels. These features make Cognigy.AI Platform a great choice for conversational AI agents.

I am really impressed with Cognigy.AI Platform and the way it has been implemented. It is easy to use and user-friendly. I would rate this product a nine out of ten..”

Senthil KumarSundaramurthy

Technical Architect at a outsourcing company with 1,001-5,000 employees

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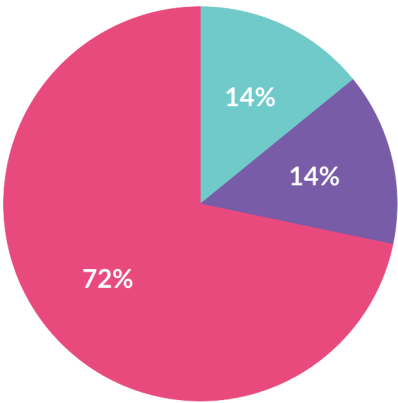
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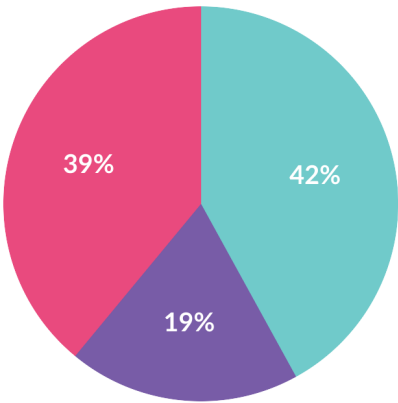


Company Size

by reviewers



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Large Enterprise Midsized Enterprise Small Business

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