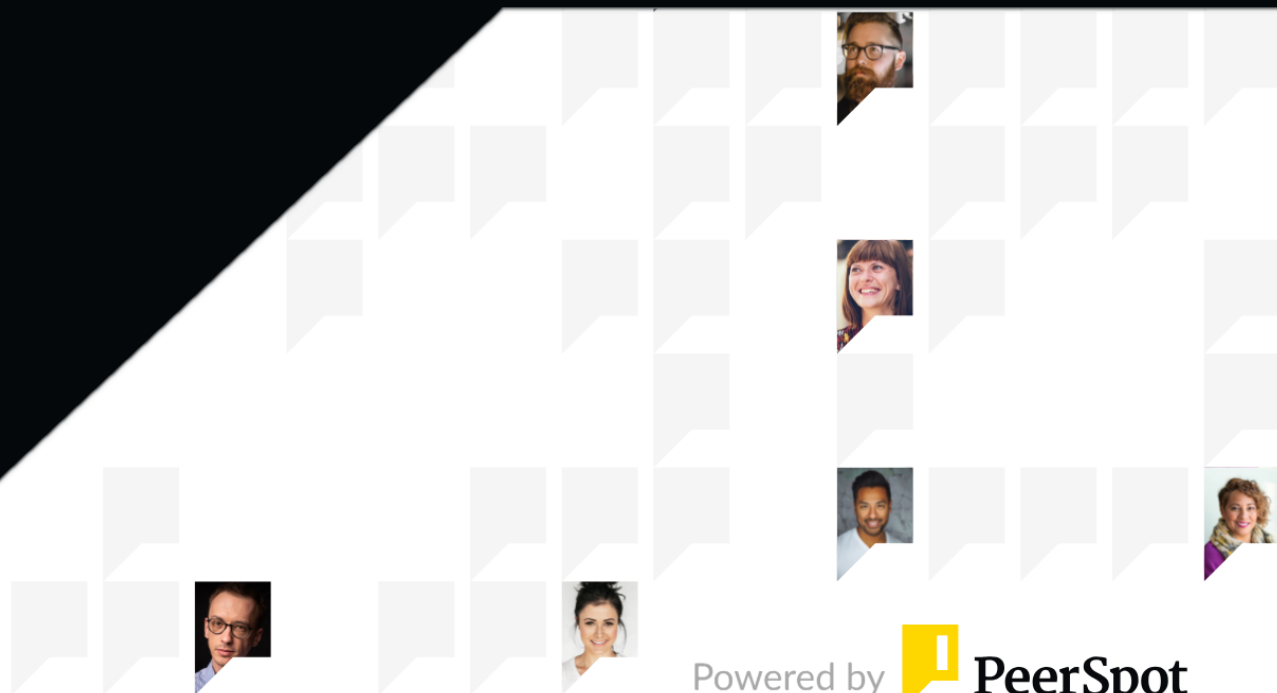




Conversations by NLX

Reviews, tips, and advice from real users



Powered by  **PeerSpot**

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Product Recap



Conversations by NLX

Conversations by NLX Recap

Conversations by NLX offers a dynamic platform designed for creating and managing automated interactions, enhancing engagement and efficiency across different sectors.

This sophisticated tool provides businesses with the means to develop voice and chat experiences that are both seamless and intuitive. Positioned to drive customer interaction strategies, it focuses on aligning automated conversations with customer needs. Through its flexible framework, users can build tailored solutions to improve communication channels and elevate service delivery. The adaptability of Conversations by NLX makes it suitable for a broad range of applications, growing alongside user demands.

What are the key features of Conversations by NLX?

- **Natural Language Processing:** Enables understanding of customer intent to facilitate accurate responses.
- **Multi-Channel Support:** Integrates across platforms ensuring consistent engagement.
- **Customizable Workflows:** Empowers businesses to design unique conversation paths.
- **Analytics and Reporting:** Provides insights into user interactions and performance metrics.
- **Scalability:** Adapts to growing needs ensuring robust performance at any scale.

What benefits should you consider in reviews of Conversations by NLX?

- **Increased Efficiency:** Automation reduces operational workload, enabling staff to focus on complex tasks.
- **Improved Customer Satisfaction:** Timely, accurate responses enhance user experiences.
- **Cost Savings:** Streamlines operations, potentially lowering communication overheads.
- **Enhanced Analytics:** Access to detailed reports supports data-driven decision-making.

In industries such as retail, finance, and healthcare, Conversations by NLX is leveraged to automate customer service, handle inquiries efficiently, and provide consistent support. Retailers use it to streamline order tracking and delivery updates, while financial services deploy it for client inquiries and account management tasks. In healthcare, it facilitates appointment scheduling and patient interactions, demonstrating its versatile capabilities across professional fields.

Valuable Features

Excerpts from real customer reviews on PeerSpot:



“We deployed Conversations by NLX with a localized automated flow in Traditional Chinese that handled 65% of incoming tier-one inquiries right out of the gate, verified customer IDs, and pulled real-time tracking data from our logistics backend, which significantly reduced wait times and relieved pressure on our support team.”



Suhas Palani

Full Stack Developer at Tundra Technical Solutions



“Conversations by NLX was pretty easy to use, the GUI was straightforward and anyone can use it without any prior knowledge, and I am happy with it.”



Rishab Sabharwal

Senior Contact Center Engineer at a financial services firm with 1,001-5,000 employees



“Conversations by NLX offers a visual conversation builder that is intuitive and allows both technical and non-technical users to collaborate with end-to-end recognition and conversation flow management of design, making customer interactions feel more natural.”



Nasr Ullah

Technical Program Manager at WizInsights



“The best features Conversations by NLX offers include flexibility and the ability to loop back to the main question.”



Can Halici

Engineering Manager at WatchdogDevelopment



“My customers are responding very positively toward the features of Conversations by NLX, as it is a state-of-the-art tool with features that no other competitor has and definitely something that leaves them impressed after viewing the demos.”



Joshua Rodriguez

Enterprise Solutions Architect at TTEC Digital



“We developed more than fifty chatbots using Conversations by NLX, which provides mostly friendly and very easy to implement functionality.”



SumitSingh3

Senior Software Engineer at a tech services company with 10,001+ employees



“What I like the most about Conversations by NLX is that the contact center industry, especially the legacy contact center industry, is very much accustomed to and comfortable using drag-and-drop blocks, connecting them, and writing the required business or application logic to serve business requirements.”



Sunil Veerabhadra Swamy

Senior Engineer, Contact Center Practice at a tech vendor with 1,001-5,000 employees

What users had to say about valuable features:

“Conversations by NLX is user-friendly, easy to use, and environment-friendly, making it a good platform.

“The drag-and-drop functionality of Conversations by NLX is easy to use. The environment is user-friendly, and we don't have to do much coding.

“Conversations by NLX has helped us to assist our users and customers and develop our product for the contact center platforms..”

Sankalp Verma

[Read full review](#) 

Application Engineer at a tech vendor with 1,001-5,000 employees

“Conversations by NLX offers human-native voices, a variety of models, flexibility to build, test, and deploy applications, and ease of use on the platform.

“With conversational AI, we have the flexibility that we do not have to draw the IVR applications in a static way. Everything is dynamic and according to what the customer wants and asks. They can ask anything, any flow, anytime while being on the conversation.

“With a Conversations by NLX solution, we can achieve more automation of different use cases. We have self-service applications which were previously limited, and now we have increased these significantly because our customers are asking for a lot more self-service features..”

Verified user

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Solutions Architect at a comms service provider with 11-50 employees

The best features Conversations by NLX offers include logical thinking; if you implement your business problem, you can easily use the drag and drop feature to implement the conversation, and these are the basic things I have mostly used.

I have used features including customer information-related analytics. We have provided data based on that, and we have analyzed customer CSAT and customer satisfaction requirements. Regarding the integration, we have implemented on multiple platforms, such as web and mobile bases including iOS and Android.

“Conversations by NLX has positively impacted my organization because before using it, we used other customized platforms to build our chatbots. We developed more than fifty chatbots using Conversations by NLX, which provides mostly friendly and very easy to implement functionality. You can easily integrate it with multiple environments and systems, analyze customer data, and receive notifications from the customer end very easily. .”

SumitSingh3

Senior Software Engineer at a tech services company with 10,001+ employees

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“The best features that Conversations by NLX offers are voice and the multimodality experiences, especially for guided customer journeys across voice and digital channels.

“Guided customer journeys across voice and digital channels are valuable for my team because we are a team of red teamers who do adversarial testing, and it really matters how it gives its output across different cultures, different languages, and different countries. It really has to stand out how the tools handle one channel well or if they're doing a great job connecting the experiences across different channels in one flow. Conversations by NLX positions voice to reduce friction and make the interaction feel much more seamless, especially for customers who really need step-by-step help.

“Conversations by NLX has impacted my organization positively as a real differentiator for us because we do side-by-side testing for many AI models, and the multimodality experience in Conversations by NLX allows the customer to interact in more than one way during the same task, such as speaking while also seeing the prompts, choices, and confirmations. That has made a huge impact..”

Garimakaushik Kaushik

[Read full review](#) 

Data Scientist at a tech vendor with 10,001+ employees

“The best features Conversations by NLX offers include multimodal capabilities and FAQ automation.

“The multimodal feature is crucial. While it can be challenging to maintain chat along with omni-channel chat and voice, using Conversations by NLX makes it easy to combine voice, chat, and omni-channel support through web chat and telephony IVR.

“I have recently noticed that the Gen A feature is very impressive, using RAG to provide proper answers and fetching accurate content, resulting in less hallucination during the training of FAQs.

“Conversations by NLX has positively impacted my organization by increasing user engagement by thirty percent. We transitioned from the Microsoft bot framework to the NLX framework over the past year, which has resulted in higher user engagement and improved user solutions for appointment rescheduling and cancellations from the bot itself..”

Verified user

[Read full review](#) 

Software Engineer at a tech services company with 501-1,000 employees

“Conversations by NLX offers a visual conversation builder that is intuitive and allows both technical and non-technical users to collaborate with end-to-end recognition and conversation flow management of design, making customer interactions feel more natural.

“Conversations by NLX is easy to integrate with back-end services, APIs, and authentication, so integration flexibility stands out to me.

“The architectures of Conversations by NLX appear suitable for organizations handling high interaction volumes.

“I see that Conversations by NLX provides analytics and continuous improvements, which are valuable.

“Conversations by NLX functions as a virtual assistant across customer support channels. Customers come through different inquiries and integrate with diagnostic data at runtime, which helps address their needs.

“Conversations by NLX is replacing our chatbot and agents that we were using with in-person customer representatives..”

Nasr Ullah

Technical Program Manager at WizInsights

[Read full review](#) 

Other Solutions Considered

“I previously used Unifor for some clients and the Google Dialog bot with integration with Genesis. The choice depends on client requirements. All solutions are unique in their own ways and the selection would depend entirely on what the client's requirements are..”

Rishab Sabharwal

Senior Contact Center Engineer at a financial services firm with 1,001-5,000 employees

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“We evaluated a couple of different solutions. During the evaluations, we went through Vapi and Parloa, which is a Berlin-based company. We were also exploring different open-source solutions as well..”

Verified user

Solutions Architect at a comms service provider with 11-50 employees

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We previously used multiple solutions including Salesforce Einstein Bot, Kore.ai, and Yellow.ai. These were almost good, but there are some new things in Conversations by NLX. It is easy to implement, easy to integrate, and easy to analyze, leading to a higher satisfaction rate from the customer side; these are the good things we get from Conversations by NLX.

SumitSingh3

Senior Software Engineer at a tech services company with 10,001+ employees

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“Before deciding on Conversations by NLX, we did evaluate a few other options. We used Google Dialogflow and Amazon Lex to see how they compared in terms of multimodal capabilities and integration with our cloud infrastructure..”

Suhas Palani

Full Stack Developer at Tundra Technical Solutions

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“I explored many systems before Conversations by NLX, including Sierra, Zoom, and others in the marketplace. It was an exploration journey where I checked which system is the best.

“Before choosing Conversations by NLX, I worked with Sierra, Zoom, and OpenAI..”

Nasr Ullah

Technical Program Manager at WizInsights

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“I am not interested in being a reference for this vendor.

“There is a market that is diverging, and every day new things are coming. OpenAI is on its way, and there are many big players in the market right now. The efficiency, accuracy, and response time all matter for Conversations by NLX. The things which I mentioned are relevant as per the latest trends and new market competitors coming, and it would be appreciated if Conversations by NLX could follow or exceed the trending values and metrics..”

Nasr Ullah

Technical Program Manager at WizInsights

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ROI

Real user quotes about their ROI:

I have seen a return on investment as it saves more time; related to money, I have also saved costs associated with employees' time. As the one who implements it, I can say it saves more time, and I have experience with that.

SumitSingh3

Senior Software Engineer at a tech services company with 10,001+ employees

[Read full review](#) 

“I have seen a return on investment with Conversations by NLX. We definitely saved money and time, but there were no staff that had to be let go because of Conversations by NLX. However, we could handle more projects because of it, so efficiency and time definitely improved..”

Garimakaushik Kaushik

Data Scientist at a tech vendor with 10,001+ employees

[Read full review](#) 

“I have not seen a return on investment regarding Conversations by NLX yet. The client has not come back to me regarding the return on investment. However, it has definitely reduced the client's need to increase the headcount or the agent count after building the conversation AI tool or bot using Conversations by NLX analytics..”

Rishab Sabharwal

Senior Contact Center Engineer at a financial services firm with 1,001-5,000 employees

[Read full review](#) 

“We have seen a return on investment as we have saved money. Conversations by NLX does not require deep technical knowledge, allowing all employees to use it effectively, making it user-friendly.

“We measure the increase in user engagement through analytics, which has allowed us to quantify the improvements..”

Verified user

Software Engineer at a tech services company with 501-1,000 employees

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“We have generally seen wait times with Conversations by NLX cut by at least 17% to 20%. Our support team is handling roughly half as many routine tier-one tickets as they were before it. It really freed up a significant amount of their day.

“I am not certain about the exact metrics regarding return on investment with Conversations by NLX because I am a developer and do not handle the return on investment or the payment levels..”

Suhas Palani

Full Stack Developer at Tundra Technical Solutions

[Read full review](#) 

“Regarding outcomes from Conversations by NLX, the implementation is probably cheaper, around fifty to sixty percent for many companies using this type of practice. This allows us to bring new tooling to the market faster and experiment quicker. In one day, during a hackathon, we can do a lot and showcase it. However, while this implementation saves time, it has pushed the quality issue forward. Making it production-ready becomes harder because dumping a lot of code does not necessarily speed up the job. Many people can work on languages and systems they do not know, allowing them to learn and implement faster, but I would still be cautious about the end stage, which is quality..”

Can Halici

Engineering Manager at WatchdogDevelopment

[Read full review](#) 

Use Case

“I have been exploring Conversations by NLX in a couple of my projects around three to four months back. My exploration was conversational and analytical to improve our customer's projects. Basically, I use Conversations by NLX for omnichannel support and integration with our team's systems..”

Nasr Ullah

Technical Program Manager at WizInsights

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My main use case for Conversations by NLX is that we are working in the aviation domain, developing a customer-related chatbot product for our employer and for our internal employees to provide information related to canceling tickets, booking tickets, or receiving notifications related to them.

A specific example of how I am using Conversations by NLX is that we developed one chatbot where employees are engaged. We use the chatbot to provide information related to booking, flight takeoff, or landing information, and employees can update their own seats. These are the types of information we have provided using this project, and these are the problem statements we are including in Conversations by NLX, with multiple business logics and logical problem-solving that we have used to solve these problems. .”

SumitSingh3

Senior Software Engineer at a tech services company with 10,001+ employees

[Read full review](#) 

“Conversations by NLX is used for customers to get account details, card details, to block a card, or for loans, to get loan details, and to get a checkbook request or locate a bank branch.

“We create a flow to do the task with Conversations by NLX by dragging and dropping and making a flow to accomplish this, and integrating APIs and REST APIs from the backend core banking APIs to authenticate the user or the customer. We can then proceed with the main task. For example, if a customer wants to block a debit card or wants any details, we can create a flow by creating the intents and entities. This defines what the user wants and what we are looking for. We can ask the required questions and create entities such as customer ID or registered mobile number as per the project requirements and specifics..”

Sankalp Verma

Application Engineer at a tech vendor with 1,001-5,000 employees

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“My main use case for Conversations by NLX is for multimodality experiences such as chat, voice, and text, as well as enterprise use cases with low code or some integrations, with different multilingual support. My role has a lot to do with testing different languages, so multilingual support is something I'm looking for.

“I can give a specific example of how I used Conversations by NLX in one of my projects, where I'm particularly looking for differences between sarcasm, humor, and satire, and how it would respond to different things in different languages, as well as in different categories such as violent crimes and non-violent crimes. When we're doing adversarial or safety testing to check how strong the AI is, that's part of the red teaming effort that we are doing. We try different techniques, including different prompts which could trick the AI. The multilingual analysis of the prompt outputs in various categories is a critical aspect..”

Garimakaushik Kaushik

Data Scientist at a tech vendor with 10,001+ employees

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“My main use cases for Conversations by NLX involve customer support and patient services, including rescheduling, booking appointments, and cancelling.

“For customer support and patient services with Conversations by NLX, I manage appointment details by rescheduling and cancelling, ensuring we have enough intent, fetching the data using entities, and implementing FAQ automation by adding patient-related questions. Calendar integration enables users to easily reschedule, cancel their appointments, and book new ones.

“Regarding my use cases, we are implementing NLU (natural language understanding) to fetch user intention, and we provide human-like behavior with voice chat, making the interaction more similar to speaking with a human..”

Verified user

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Software Engineer at a tech services company with 501-1,000 employees

“One of the reasons I explored Conversations by NLX was to investigate the platform's capabilities, as I was in a role to evaluate different platforms that provide conversational AI solutions. Conversations by NLX came into that search, and I have thoroughly explored this platform.

“We were looking for a platform where we have the flexibility to choose between different models. We have different subscriptions at the company level, and we wanted to see which one would work better for us. Additionally, the flexibility to choose between different voices was important to us. We have our custom voices and corporate voices as well. These were the main things I was exploring in the first phase.

“I have recently learned that Conversations by NLX is part of Amazon Connect. This was one of the reasons we considered it, because at Deutsche Telekom we were also exploring the migration from Cisco to Amazon Connect. That's the reason we got Conversations by NLX into our consideration.

“We currently have a hybrid cloud setup and we have a requirement for private cloud as well, but we would like to see how Conversations by NLX could be integrated there..”

Verified user

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Solutions Architect at a comms service provider with 11-50 employees

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.

“My experience with Conversations by NLX regarding pricing, setup cost, and licensing is that I'm not the one who is mainly in charge, but the pricing and implementation details were not very fully transparent upfront..”

Garimakaushik Kaushik

[Read full review](#) 

Data Scientist at a tech vendor with 10,001+ employees

“We have not used Conversations by NLX in production. We were using it only for the test environment where we sent a couple of requests on the platform and tried to see how human-native the responses are. We were satisfied with the response, but we have not put this in production..”

Verified user

[Read full review](#) 

Solutions Architect at a comms service provider with 11-50 employees

“My experience with pricing, setup cost, and licensing for Conversations by NLX is that there is no upfront cost or setup cost. It has a feature-based pricing structure that begins with a free tier and scales depending on usage, whether they are using standard chat or multi-modal conversation. Depending on the capability being used, such as voice-plus technology, low code, omnichannel, or multi-language support, this is the best part of using Conversations by NLX and that is impressive..”

Rishab Sabharwal

[Read full review](#) 

Senior Contact Center Engineer at a financial services firm with 1,001-5,000 employees

“When I first started using Conversations by NLX, it was relatively easy for me to set up because I have worked on similar products such as Amazon Lex and Amelia. However, for any new customer, it is still difficult without proper training. Not just Conversations by NLX, if the customer is totally new to the conversational AI world, it is not easy. Much more training and access to build things for a reasonable cost is required..”

Sunil Veerabhadra Swamy

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Senior Engineer, Contact Center Practice at a tech vendor with 1,001-5,000 employees

Customer Service and Support

“I am satisfied with the customer support for Conversations by NLX. I would rate the customer support for Conversations by NLX an eight on a scale of one to ten..”

Nasr Ullah

Technical Program Manager at WizInsights

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“Regarding Conversations by NLX's AI capabilities, I think its governance and security are fairly okay, as it is binding to most of the rules, so I think it's okay..”

Kimaya Pawaskar

Senior Act

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“I do not require customer support for Conversations by NLX currently, but if I do require it or find out about the customer support in the future, I will definitely provide feedback..”

Rishab Sabharwal

Senior Contact Center Engineer at a financial services firm with 1,001-5,000 employees

[Read full review](#) 

“The customer support from Conversations by NLX was great. We had a couple of questions while setting up the environment and during onboarding. The team was very quick, and we were able to get responses within a couple of hours..”

Verified user

[Read full review](#) 

Solutions Architect at a comms service provider with 11-50 employees

“Customer support for Conversations by NLX is good. Scalability is one of the main strengths, and if I've ever needed customer support, I've had a lot of support with customer interactions. I would rate the customer support for Conversations by NLX on a scale of one to ten as a ten..”

Garimakaushik Kaushik

[Read full review](#) 

Data Scientist at a tech vendor with 10,001+ employees

“If you are a registered customer and need technical support regarding Conversations by NLX, it is easy. It is just that if someone is a random person trying to access nlx.ai to look around for training or access, technical support is not good. For registered customers, getting technical support is very easy. I would give a score of nine to the support on a scale from one to ten..”

Sunil Veerabhadra Swamy

[Read full review](#) 

Senior Engineer, Contact Center Practice at a tech vendor with 1,001-5,000 employees

Other Advice

“Conversations by NLX is quite a good platform, and that's the main reason I have chosen it. It's easy to use, user-friendly, and you don't have to struggle to work on it. My overall rating for Conversations by NLX is seven to eight out of ten..”

Sankalp Verma

Application Engineer at a tech vendor with 1,001-5,000 employees

[Read full review](#) 

I have not mostly found things lacking in Conversations by NLX because based on our needs, it provides what we require. Therefore, based on that and our business logic, we can implement the code everywhere. I do not think any integration, customer satisfaction, or analysis is required as we currently get all that we need.

Conversations by NLX is good and does not need any improvements that I have not mentioned yet.

“I have already provided advice to multiple persons that using Conversations by NLX saves your time and money as well. I would rate this review a 7.5 overall. .”

SumitSingh3

Senior Software Engineer at a tech services company with 10,001+ employees

[Read full review](#) 

“On a scale of one to ten, I would rate Conversations by NLX as a ten.

“I chose ten because it has unique features that are not yet popular in the market. It offers more functionalities with less hallucination and is very user-friendly.

“Conversations by NLX has eighty to ninety percent accuracy and reliability, along with scalability in a similar range.

“I advise others looking into using Conversations by NLX that it may not be popular or well-known in the market, but it offers more features at a lower price compared to others such as OpenAI.

“My overall review rating for Conversations by NLX is ten out of ten..”

Verified user

Software Engineer at a tech services company with 501-1,000 employees

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“Regarding Conversations by NLX's governance and security, I have implemented a security perspective to secure our own data.

“Accuracy-wise with Conversations by NLX, it is around 88% to 92%. I cannot give a fixed number, but it varies. Sometimes it is correct, and sometimes it is not exact to what I am looking for, but overall it is fine.

“They mentioned that there is some incentive regarding Conversations by NLX, but I do not know what I will get or not.

“I would appreciate more information on rollback management or rollback handling and which particular LLMs are supported for that feature.

“My overall review rating for Conversations by NLX is seven..”

Nasr Ullah

Technical Program Manager at WizInsights

[Read full review](#) 

“The advice I would give to others looking into using Conversations by NLX is that they are pretty scalable, stable, accurate, relevant, and safe. I think everybody should use it.

“If anybody needs a scalable, enterprise-grade conversational AI, they should go for Conversations by NLX. It looks pretty solid.

“Conversations by NLX's governance and security look pretty secure, though I've never thought deeply about this parameter. It looks pretty solid on paper. They do call out the access control, the sensitive data handling, integrations, and runtime protections. For governance, I feel it's reasonably mature in the sense that the platform supports reviewability and operational oversight, but I would still want to verify practical details in the real deployment.

“Regarding Conversations by NLX's AI capabilities, I feel they are accurate and reliable; almost nine out of ten times, it's accurate and pretty reliable, and the output is relevant, very consistent, and complete. I would rate this review overall as an eight out of ten..”

Garimakaushik Kaushik

Data Scientist at a tech vendor with 10,001+ employees

[Read full review](#) 

“Amazon Connect lives in a very big ecosystem from [AWS](#). What they were lacking was the capability of human-native voices. I think Conversations by NLX would work for that with this partnership.

“I would rate the customer support of Conversations by NLX as an eight on a scale of one to ten.

“I would rate Conversations by NLX eight out of ten because of the platform flexibility, the documentation and help we receive, and the feature set.

“We used to have a lot of concerns about Conversations by NLX's AI capabilities, governance, and security because we are basically European telecom providers, and we prefer to have everything GDPR compliant and are really concerned about data privacy. We reviewed the things provided by Conversations by NLX, and we were quite satisfied with that. My overall review rating for Conversations by NLX is eight out of ten..”

Verified user

Solutions Architect at a comms service provider with 11-50 employees

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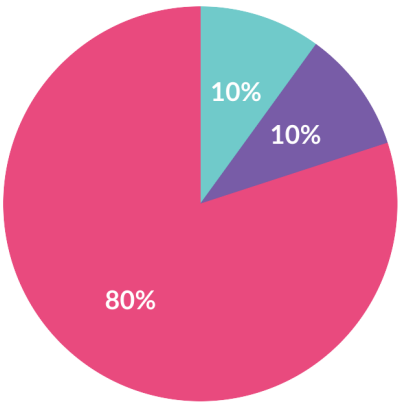
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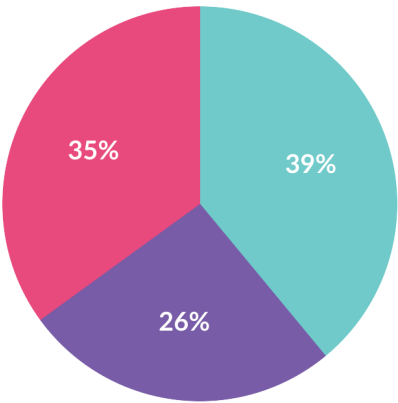


Company Size

by reviewers



by visitors reading reviews



 Large Enterprise  Midsize Enterprise  Small Business

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