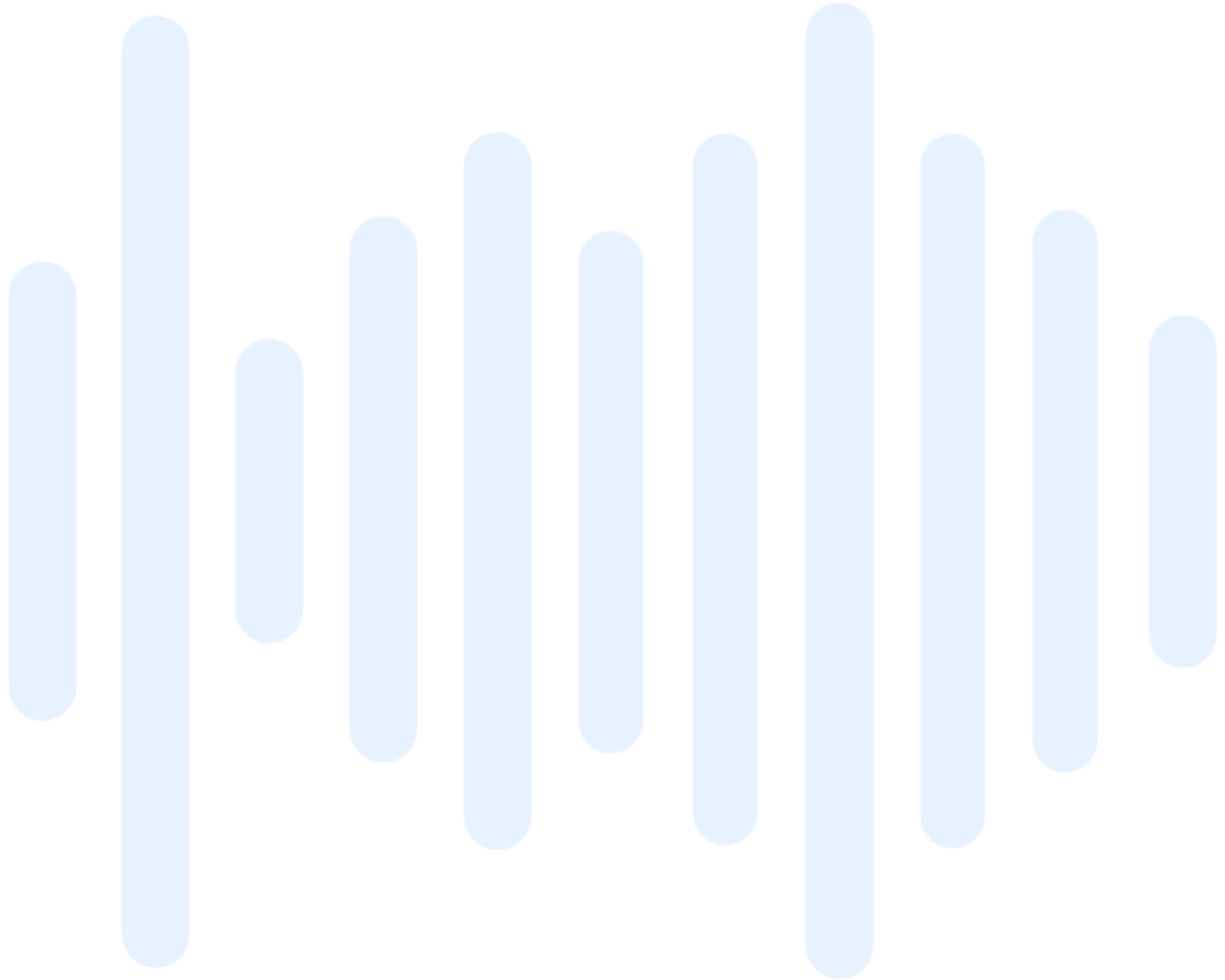


COGNIGY

Cognigy.AI v4 Product Features



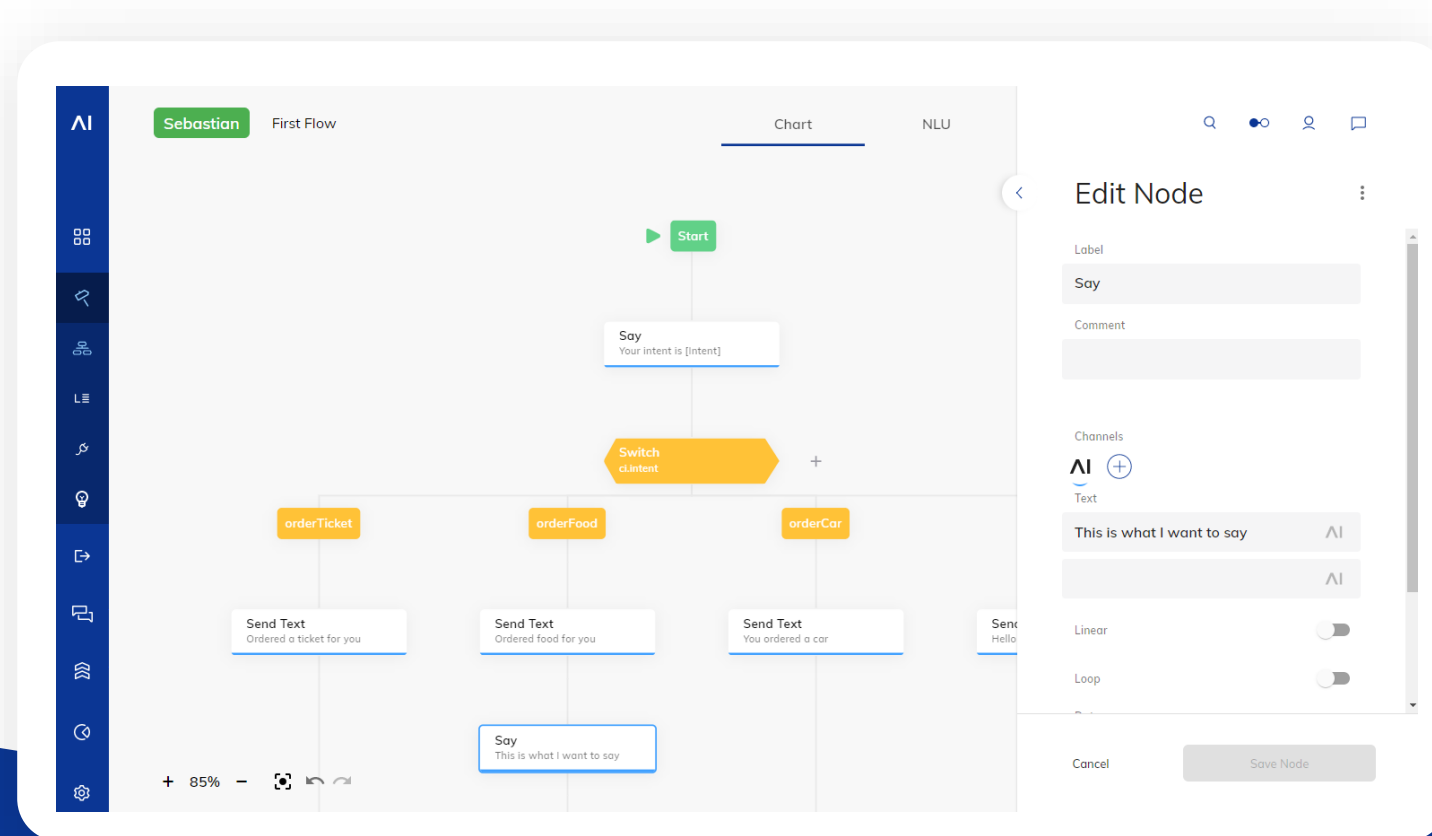
COGNIGY·AI

A highly-flexible conversational automation platform to build advanced, integrated enterprise virtual agents for customer and employee service on chat and voice channels

The Cognigy.AI Platform

The leading enterprise conversational AI platform for building advanced solutions with cognitive bots

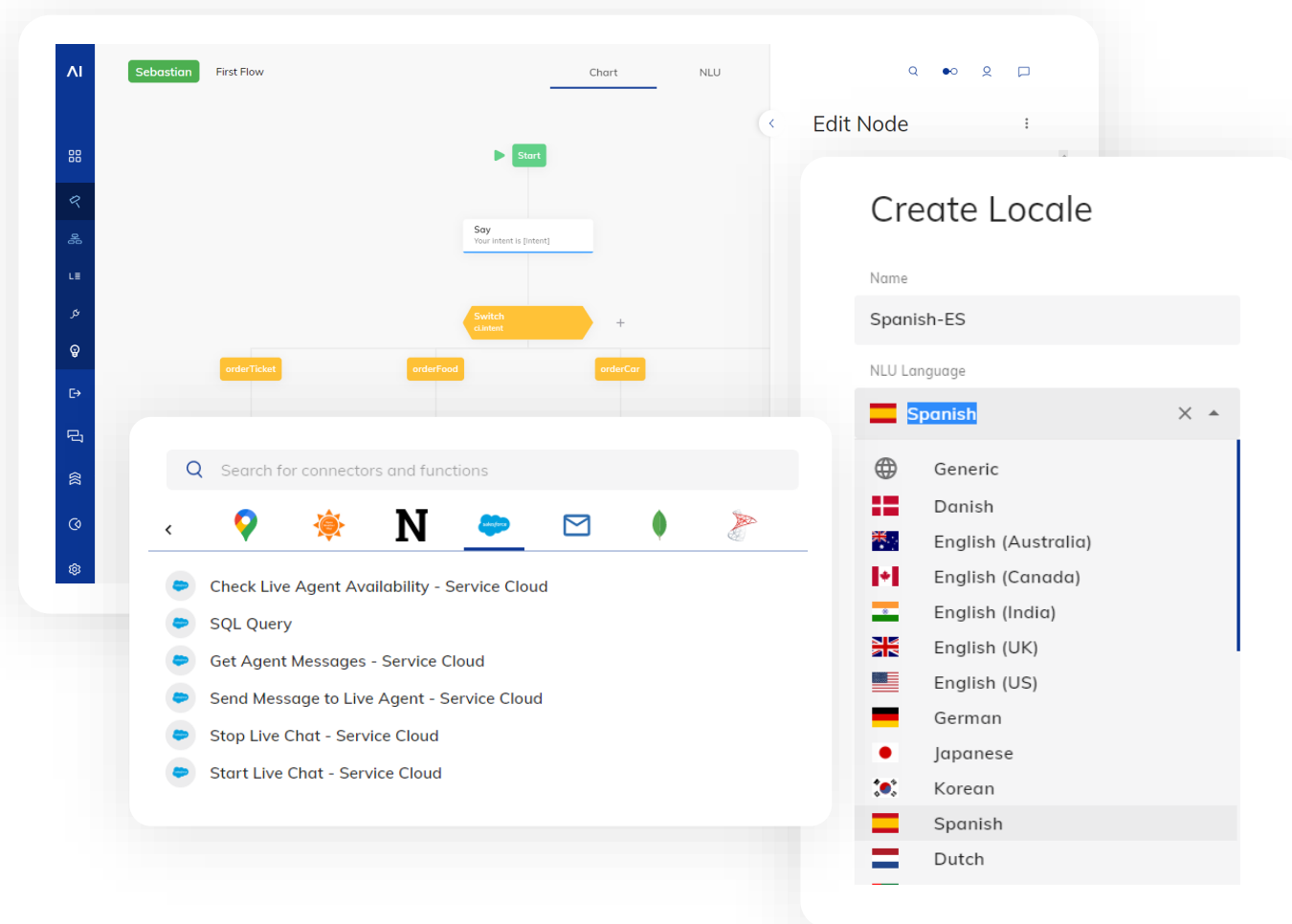
- **Graphical Conversation Editor**
Easy-to-use visual editors enable business users to edit conversation logic & content.
- **Advanced AI based Understanding**
Cognigy NLU delivers powerful natural language processing with industry leading accuracy.
- **Enterprise-Level Operations**
Cognigy.AI runs on Cognigy SaaS cloud or on private infrastructure as an on-premise deployment.

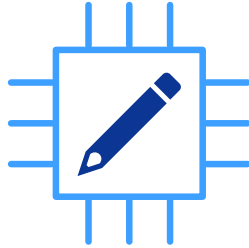


Key Differentiators

Features that enable all users to build and integrate with ease

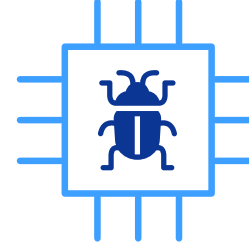
- **Low Code and Developer Options**
Cognigy.AI provides a perfect balance in usability with low-code editors for non-developers alongside a full developer IDE experience.
- **Vast Multi-Lingual Capabilities**
Cognigy.AI offers NLU support for 18 languages and includes smart features that enable users to easily deploy multi-lingual virtual agents.
- **Market Leading Natural Language Understanding**
Cognigy's NLU model has consistently proven to be the most accurate on the market.
- **Unlimited Extensibility**
Add customised back-end integrations to the low-code platform user interface with Cognigy.AI extensions.





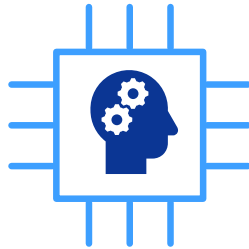
Editing Experience

More intuitive than ever: Advanced conversational designer for more productivity



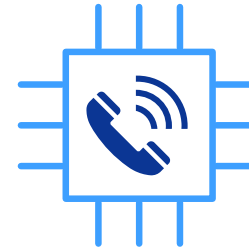
Developer Experience

More powerful than ever: Enterprise-grade tool kit and integration in CI/CD pipelines



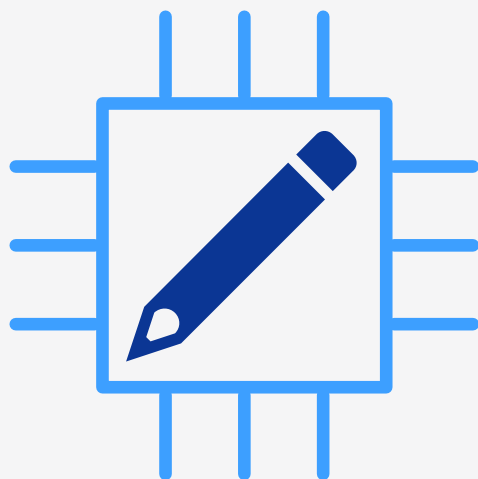
Conversational Experience

Smarter than ever: Next generation of NLU with improved intent recognition



Voice Experience

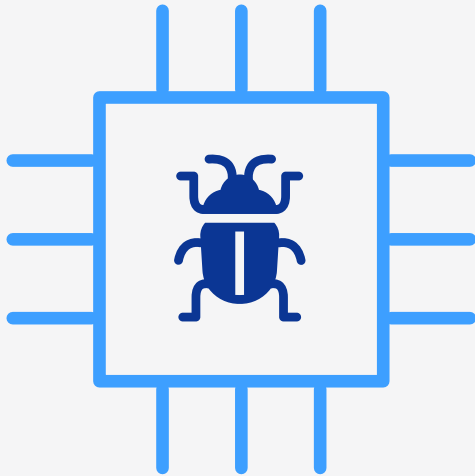
More accessible than ever: Integrated Voice Gateway for native CC integration



Cognigy.AI v4 Editing Experience

More intuitive than ever

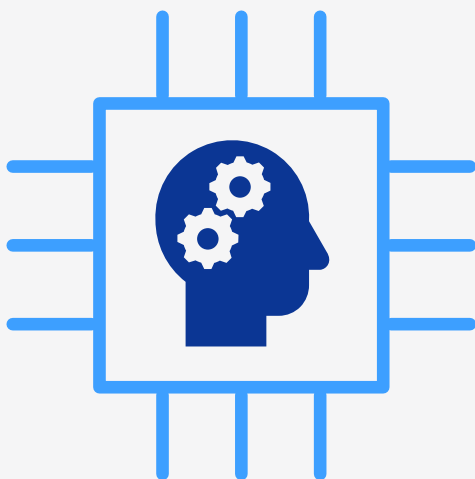
- Revamped Design and UX
- New Flow Editor for more productivity
- Plug & Play Extensions
- Advanced management of multi-lingual Virtual Agents



Cognigy.AI v4 Developer Experience

More powerful than ever

- Snapshot concept to support CI/CD pipelines
- Developer CLI tools – control everything from any IDE of choice
- 100% feature coverage with RESTful API



Cognigy.AI v4 Conversational Experience

Smarter than ever

- New Cognigy NLU v4 with hierarchical intent transformers for improved recognition
- Advanced Slot mapping in all languages with Compound Slots
- Direct feedback and accuracy prediction for business users whilst writing Intents

Cognigy.AI v4 Voice Experience



More accessible than ever

- Cognigy Voice Gateway for conversational experiences on phone lines
- Out-of-the-box connectivity to Contact Centers (e.g. Genesys, Avaya, Cisco, etc)
- Fully integrated into Cognigy.AI
- Free choice of STT / TTS providers