

For Release on September 1, 2020

Cognigy Launches Its Most Intuitive and Advanced Conversational AI Platform

Voice- and chatbot experiences offer next-generation level of accuracy, control and usability; accelerates Contact Center Automation plans

September 1, 2020, Düsseldorf, Germany / San Francisco, USA / Sydney, Australia – Cognigy, a global leader in Conversational AI today announced the launch of its latest release, Cognigy.AI v4, which simplifies the creation of virtual agents across the enterprise.

Cognigy.AI v4 enables users of all skill levels, from non-technical users to advanced conversational designers and developers, to build advanced virtual agents with greater ease and speed. New plug and play extensions allow business users to integrate with backend systems and deploy securely. Multi-lingual virtual agents bridge language barriers by connecting business logic with widely used integrations, including leading Contact Center solutions.

“Cognigy.AI’s mix of advanced Conversational AI capabilities and leading ease-of-use makes it unique,” stated Philipp Heltewig, CEO and co-founder of Cognigy. “The pandemic has created urgency for businesses to accelerate their automation plans, and virtual agents have become a top priority. We are equipping enterprise contact centers with the technology they need to meet their customers where they are and start providing the best possible conversational experiences.”

Cognigy.AI v4 features include:

- **Editing Experience** - More intuitive to use; enables non-technical users to orchestrate sophisticated use cases with ease; increases governance and productivity
- **Developer Experience** - Improved enterprise-fit; shorter time-to-ROI; higher efficiency and granular control for developers
- **Conversational Experience** - Highest accuracy NLU; AI-assisted creation of intent model; better control and usability
- **Voice Experience** - A turnkey solution for Contact Center Automation

"We believe Cognigy.AI v4 to be the most comprehensive, user-friendly Conversational AI platform on the market today, which will empower our business users and developers for building advanced, multi-lingual virtual agents at scale," said Nick Allgaier, Project Lead at Lufthansa Group.

The use of virtual assistants, chatbots, and voice assistants make it possible to automate customer communications and personalize customer and employee experiences with minimal effort. Conversational AI uses messaging apps, chatbots, and phone lines to automate conversations between customers and your organization. Advanced virtual agents enable customers to accomplish their goals in a natural, human-like conversation. This helps provide a personalized customer experience and boost customer satisfaction.

To learn more about Cognigy.AI and Conversational AI Automation, visit cognigy.com.

Download media kit images [here](#).

About Cognigy

Cognigy is a global leader in Conversational AI Automation. Its platform, Cognigy.AI, enables enterprises to automate customer and employee communications using intelligent voice- and chatbots. With precise, reliable intent recognition, highly flexible dialogs and seamless integration into backend systems, Cognigy.AI creates superior user experiences and helps companies reduce contact center costs and increase efficiency. Cognigy.AI is available in SaaS and on-premise environments and supports conversations in any language and on any channel including web, phone, SMS and mobile apps. Cognigy's worldwide client portfolio includes Daimler, Bosch, Lufthansa, Salzburg AG and many more. Learn more at cognigy.com.

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