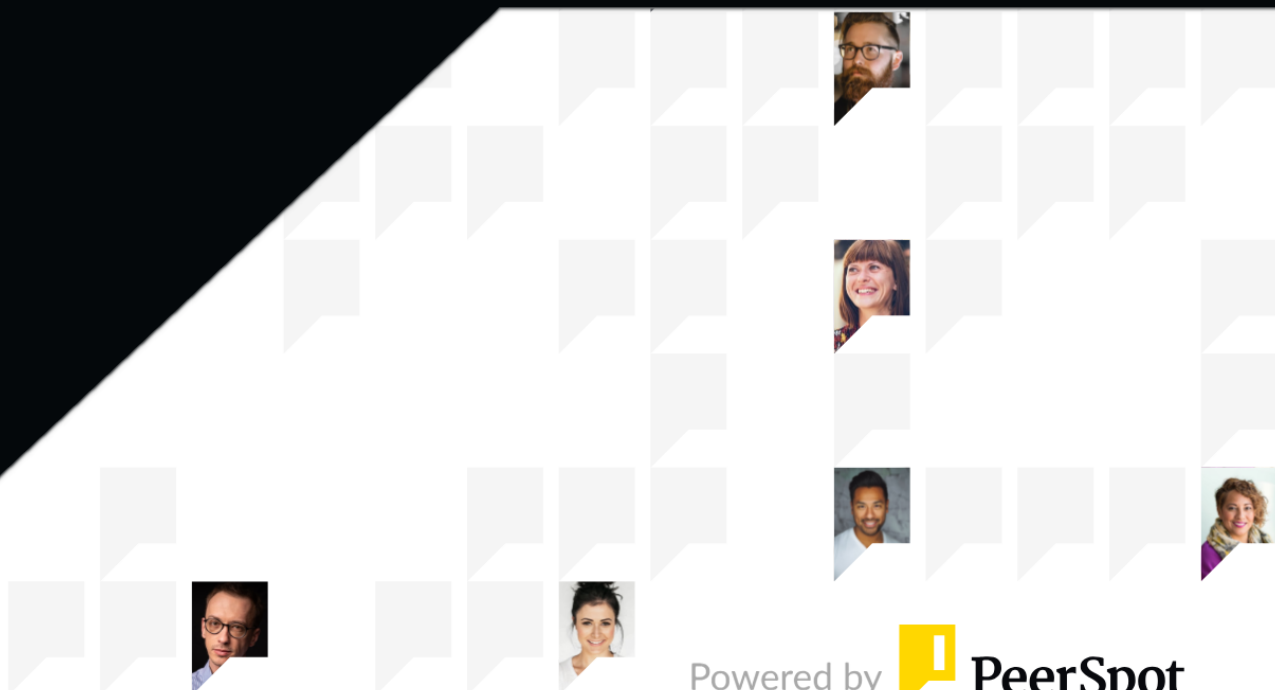


aws marketplace

Cognigy.AI Platform

Reviews, tips, and
advice from real users



Powered by  PeerSpot



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Product Recap

NICE 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:

- ✓ “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.”



Verified user

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

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



Verified user

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

- ✓ “Cognigy.AI Platform has positively impacted my organization because, on the use cases itself, the AI-driven decisions are working quite well.”



Verified user

Senior Analyst at a tech vendor with 10,001+ employees

- ✔ “Cognigy.AI Platform has positively impacted my organization, as our ROI is coming from faster manager and HR self-services that reduce the manual people operations support and better use of Instill insights and inside conversational workflows, although the exact ROI is not calculated yet.”



Verified user

Product Manager at a tech vendor with 11-50 employees

What users had to say about valuable features:

“The best features that Cognigy.AI Platform offers include the flexibility of the different nodes provided in order to develop different domains, so you are independent of APIs, or you do not have to rely on specific APIs that are only available in Cognigy.AI Platform, but you can also work with other APIs and then get it integrated. I think that is the biggest advantage.

“The flexibility of Cognigy.AI Platform has helped me in my projects because it's easier to integrate it with the in-house or on-premise APIs that clients have, which makes it easier. Of course, you have to consider the security layer there, but it's almost direct access you have to the resources, considering that you also take the security into account.

“Since implementing Cognigy.AI Platform, the containment rate has improved. Most of the conversations are maintained within Cognigy.AI Platform itself, and unnecessary conversations such as intents that shouldn't be processed are taken quite well and then also accordingly responded to from the AI agent..”

Verified user

Senior Analyst at a tech vendor with 10,001+ employees

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“The academy resources provided by Cognigy.AI Platform are valuable for getting started. After learning everything, there is a test that, once passed, provides a certification, which is useful as a backup document certifying that I am a developer in Cognigy.AI Platform.

“In terms of building flows and working with the platform, the setup is easy to understand. There is no backend black box that could allow me to mess something up. The platform allows sharing projects with different people who can work simultaneously on the same project. I can see who is changing what and when, which is a strong feature.

“Cognigy.AI Platform's natural language processing capabilities have helped streamline communication within my organization in positive ways.

“Cognigy.AI Platform has enhanced my customer interactions because all clients have been positive about it and have seen the benefits. When connecting cloud systems with different sections that are organized, everybody can see what goes where and when. There is transparency that the client values..”

Verified user

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

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“One of the best features Cognigy.AI Platform offers is being agentic because when I previously started working with Cognigy.AI Platform, it mainly was rule-based using NLUs. Currently, having agentic capabilities and using the tools is very useful, as well as having Playbooks because they really automate the way that we test. We used to do manual testing, and with more engagement with Cognigy.AI Platform, we have started really using Playbooks, and they are a very helpful feature.

“We have mainly used Playbooks for testing on Cognigy.AI Platform, so we have created our use scenario and what we expect to have from our flows. Instead of going through manual testing where we have to type everything one by one, we run a Playbook, and it checks whether the feature is completely developed as it should be or if there are any edge cases that are happening. This simplifies the way we test and really helps to stay on track with the use case that we are creating or implementing.

“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. We also use it internally for automating different tasks, such as ID card registration. Instead of employees going through the entire process and communicating with different colleagues to just get access for a certain building, having to do it via Cognigy.AI Platform is much easier and more simplified..”

Verified user

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

Other Solutions Considered

“Before choosing Cognigy.AI Platform, I evaluated other options such as Dialogflow or conversational agents from GCP. This was one of the first choices because we initially had some experience there with that product..”

Verified user

Senior Analyst at a tech vendor with 10,001+ employees

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“I previously used a different solution before Cognigy.AI Platform, specifically Dialogflow from conversational agents from GCP. The reason we switched was that the vendor support was better with Cognigy.AI Platform than with conversational agents from GCP..”

Verified user

Senior Analyst at a tech vendor with 10,001+ employees

[Read full review](#) 

“In comparing Cognigy.AI Platform and ElevenLabs, the analysis section of ElevenLabs is different because it offers a different number of conversations, average duration, and total cost, all set up internally.

“Pros for Cognigy.AI Platform include the easy setup and the possibility to build everything from scratch instead of predefining it as is done in ElevenLabs.

“Pros for ElevenLabs include the agentic bot that I can speak to directly, which is not just doing everything within a flow. This is a feature that Cognigy.AI Platform is lacking. The language configuration within ElevenLabs gives a lot of freedom to target different markets..”

Verified user

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

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ROI

Real user quotes about their ROI:

“If I take it from the customer side point of view, I think we have seen a return on investment. Automating customer service really reduces the number of employees needed during peak hours, which is an achievement, especially if you are dealing with multiple calls per day. This would reduce a lot of the work for the employees..”

Verified user

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

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Use Case

“My main use case for Cognigy.AI Platform is building conversational AI agents. Regarding my main use case on Cognigy.AI Platform, we're also now looking into, or maybe mainly I'm looking into the domain also for integrating MCP within the conversational AI agents..”

Verified user

Senior Analyst at a tech vendor with 10,001+ employees

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“I built an agentic bot for customer support with Cognigy.AI Platform, where I had the possibility to come up with my own architecture. I constructed both an agent that was performing intent recognition. To understand the accuracy of the agent, I built a judge that was an LLM system evaluating the agent responses and intent accuracy recognition. This was useful because since the analysis section in Cognigy.AI Platform is limited, by using another system to judge the decision, I was able to track how accurately the system was performing intent recognition..”

Verified user

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

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“My main use case for Cognigy.AI Platform is that we use it as the enterprise voice chat AI agent layer for Instill's Manager, HR, and employee workflows, which helped us expose Instill culture operating system and people insights through conversational experience.

“A quick, specific example of how I use Cognigy.AI Platform in one of those workflows is that our users, such as managers, can ask questions about why a team's trust score dropped, and they will receive Instill-backed answers through chat or voice..”

Verified user

Product Manager at a tech vendor with 11-50 employees

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“Over the past year, my main use case for Cognigy.AI Platform has been to build both voicebots and chatbots for B2C use cases across several industries. Projects have included a voice assistant for an automotive dealership that automates appointment scheduling, handling identity verification, customer data lookup, and escalation without using staff involvement, as well as projects related to an internal employee-facing chatbot for a large corporate to handle ID and document processes, automating this entire process with self-service flows such as identity verification, document request, and appointment booking, as well as developing a multilingual, agentic hotel chatbot answering guest questions using both German and English.

“The project for building an assistant for an automotive dealership stands out as the most interesting and challenging because we had to integrate multiple databases and use API endpoints, which made it complex because of the way the endpoints were also built. Understanding users' requests and intents regarding when they want their input was very challenging as well..”

Verified user

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

“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..”

Verified user

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

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Customer Service and Support

“I have not had the chance to have a lot of communication regarding customer support because it is handled by another level of support for us, but it has been quite useful. Every moment that we have had the need for customer support from Cognigy.AI Platform, they have been there for us, solving our issues and guiding us..”

Verified user

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

[Read full review](#) 

Other Advice

“My advice for others looking into using Cognigy.AI Platform is to complete the training that is offered from Cognigy.AI Platform itself to get an idea of how flow building and everything works, and to get a high-level overview. On a second level, use metaprompting to build your flows because a lot of the components can already be co-developed using metaprompting.

“The development itself on Cognigy.AI Platform is quite self-explanatory. Via metaprompting, you get all the resources, and it's also easily configurable. The UI is quite friendly, but far from perfect. In terms of Cognigy.AI Platform's AI capabilities regarding its accuracy and reliability of output, it's quite good. It depends on the language model you use, but in general, all functionalities work quite well. At the end, it depends on the end-to-end testing and the quality of the data you have. On a scale of one to ten, I would rate Cognigy.AI Platform an eight..”

Verified user

Senior Analyst at a tech vendor with 10,001+ employees

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“The main benefits that Cognigy.AI Platform brings to the table are easy setup and the academy. Clients now rely more on Cognigy.AI Platform because ElevenLabs is relatively new to the market. If I can provide Cognigy.AI Platform to them, they will be very happy because they already know the platform well.

“Given my experience with Cognigy.AI Platform and ElevenLabs, my advice for users looking into Cognigy.AI Platform who would like to start working with it is to check all the videos and get the certification first. It would be useful to complete this within a week because it is absolutely achievable. Then, do not be afraid to start being creative and setting up things so you can understand how Cognigy.AI Platform thinks, how it works, and what kind of freedom is available when using it.

“I would rate this product a 7 out of 10..”

Verified user

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

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“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. We also use it internally for automating different tasks, such as ID card registration. Instead of employees going through the entire process and communicating with different colleagues to just get access for a certain building, having to do it via Cognigy.AI Platform is much easier and more simplified.

“I would suggest getting into Cognigy.AI Platform. The more you start working with it, the more you can see that you can do a lot of great things. You learn by doing and by being curious about what Cognigy.AI Platform can offer.

“Regarding Cognigy.AI Platform's AI capabilities, I would say its governance and security are good so far, but this is not one of the scopes I focus on.

“When it comes to the accuracy and reliability of output from Cognigy.AI Platform, the information is accurate. We just need to always be careful with the guardrails, mainly when prompting. I would rate this review an eight out of ten..”

Verified user

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

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“Regarding time savings or efficiency gains, there's no metric for the speed, but there is a metric for the quality, so now the answers coming in the chat and voice are far better, and the [NPS](#) score has improved by nine points.

“I would rate Cognigy.AI Platform a nine out of ten. I chose nine out of ten because the use case is straightforward, it's effective, and the quality of the chat is really good, though the setup complexity and pricing clarity have to be improved; once these are improved, I will give it a ten.

“Regarding Cognigy.AI Platform's AI capabilities, I think its governance and security are straightforward as they have given us the certifications we needed, but I am skeptical about the data privacy of employees and if there is any role-based

access control existing in the platform.

“I find the accuracy and reliability of output from Cognigy.AI Platform to be very good, as the scalability of the solution was really good and our quality of answers was really good, so there is no issue in those areas.

“My advice to others looking into using Cognigy.AI Platform is to explore all the options and see what your use case is before finalizing on Cognigy.AI Platform. My overall rating for this product is nine out of ten..”

Verified user

Product Manager at a tech vendor with 11-50 employees

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