



AI Agents for Contact Centers

Transform CX with **Generative** and **Conversational AI**

Built for action, backed by results.

NiCE Cognigy powers smarter service at scale with AI Agents that think, act, and respond like your best human talent — only faster.

Blending Generative and Conversational AI into Agentic AI, our platform transforms contact centers into high-performing, always-on service engines.



Reason like humans



Speak 100+ languages



Work seamlessly with enterprise systems



Fine-tuned for customer service automation



Available on voice and chat channels

Route
Customer

Identify
Customer

Deliver
Outcome

Call Wrap-up
+ Summary



**Voice
AI Agents**



**Chat
AI Agents**



**Agent
Copilot**



**Outbound
AI Agents**

A Leader. Built for What's Next.

NiCE Cognigy named a Leader in the 2025 Gartner® Magic Quadrant™ for Conversational AI

Gartner®

The AI Workforce for CX that gets It done

AI Agents excel in diverse tasks and seamlessly collaborate with other AI or human agents to effectively resolve customer issues.

They leverage real-time context, memory, and expansive tools to provide exceptional user experiences while adhering to strict compliance and safety standards.



 Listen

 Reason

 Action

 Respond

Unmatched flexibility and adaptability to your enterprise ecosystem

Natural, humanlike interactions

30+ channel connectors, multimodality

100+ languages

LLM orchestration

Contact center connectivity

100+ prebuilt business integrations

AI knowledge management

Built-in conversation analytics

SaaS, private cloud, or on-prem deployments

SOC2 & ISO certified, GDPR & HIPAA compliant

Join the Revolution



16M+

AI interactions annually, peaking at 375,000/day



98%

satisfaction with outbound AI integrated into car electronics



90+

AI Agent use cases orchestrated with Cognigy.AI



9 languages

with a global AI Workforce powered by Knowledge AI

Let's shape the future of customer service together!

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