

COGNIGY

POWER UP

YOUR CUSTOMER EXPERIENCE....

.. oder wie ChatGPT & Generative KI den Kundenservice verändern

Juni 2023

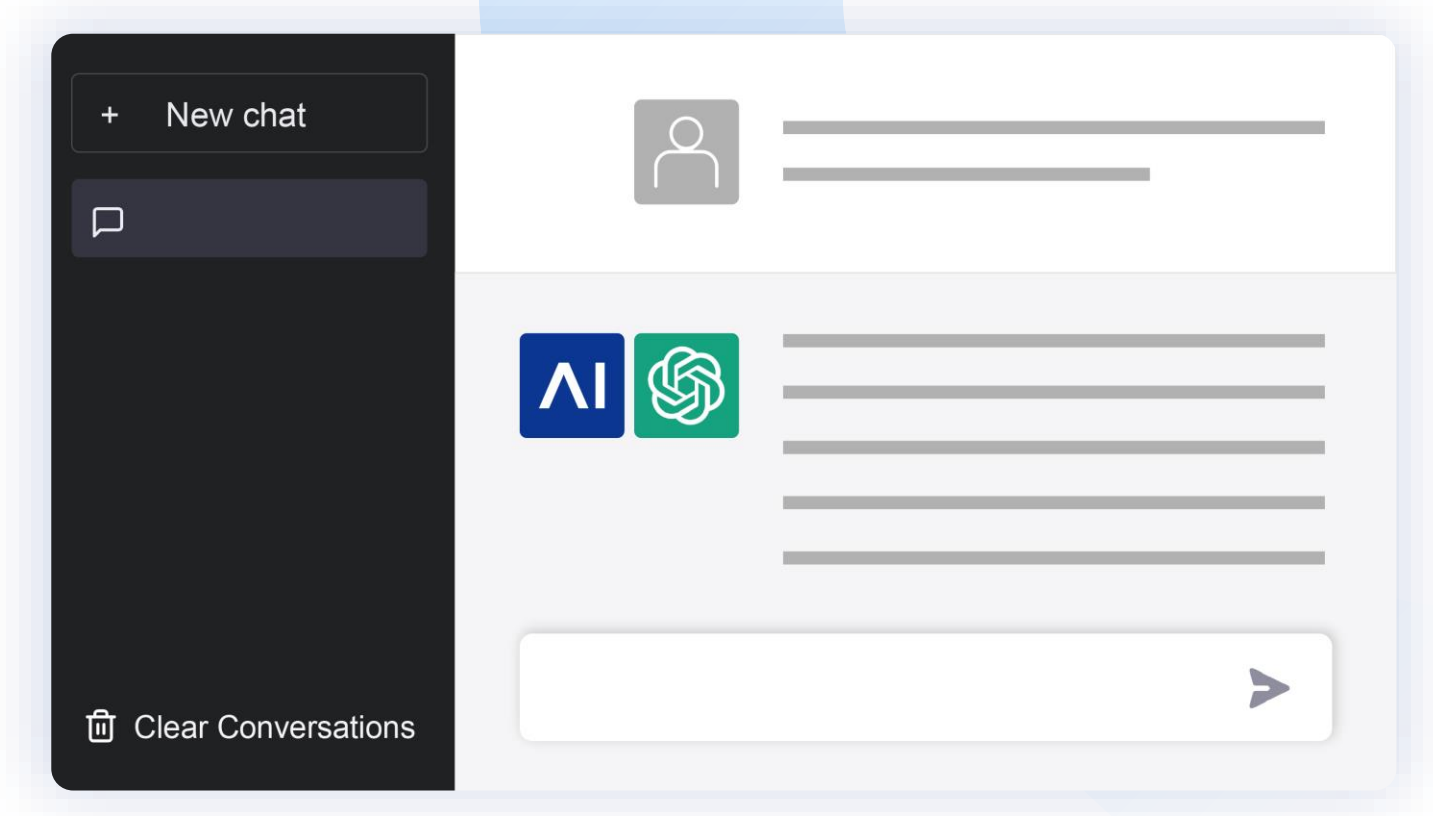
Christian Charbonnier



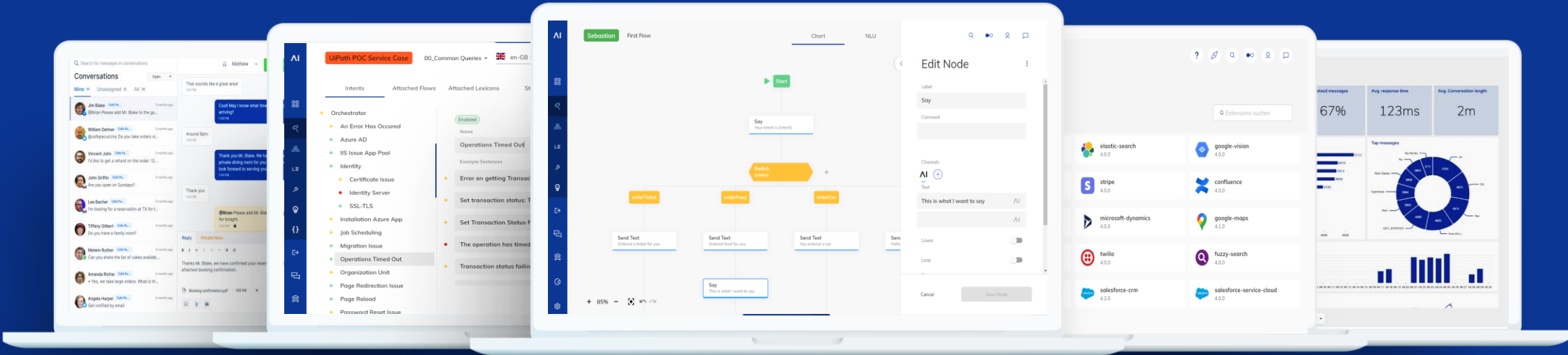
COGNIGY

From Myths to
REALITY

with Generative AI
and Cognigy.AI



Cognigy.AI - leading Contact Center AI Platform



RECOGNIZED BY ANALYSTS

Gartner

LEADER

2023 Magic Quadrant™
Enterprise Conversational AI
Platforms

LOVED BY CUSTOMERS

Gartner
Peer Insights™

COGNIGY	4.8	★★★★★	76 Ratings
aws	4.6	★★★★★	17 Ratings
OneReach.ai	4.5	★★★★★	31 Ratings

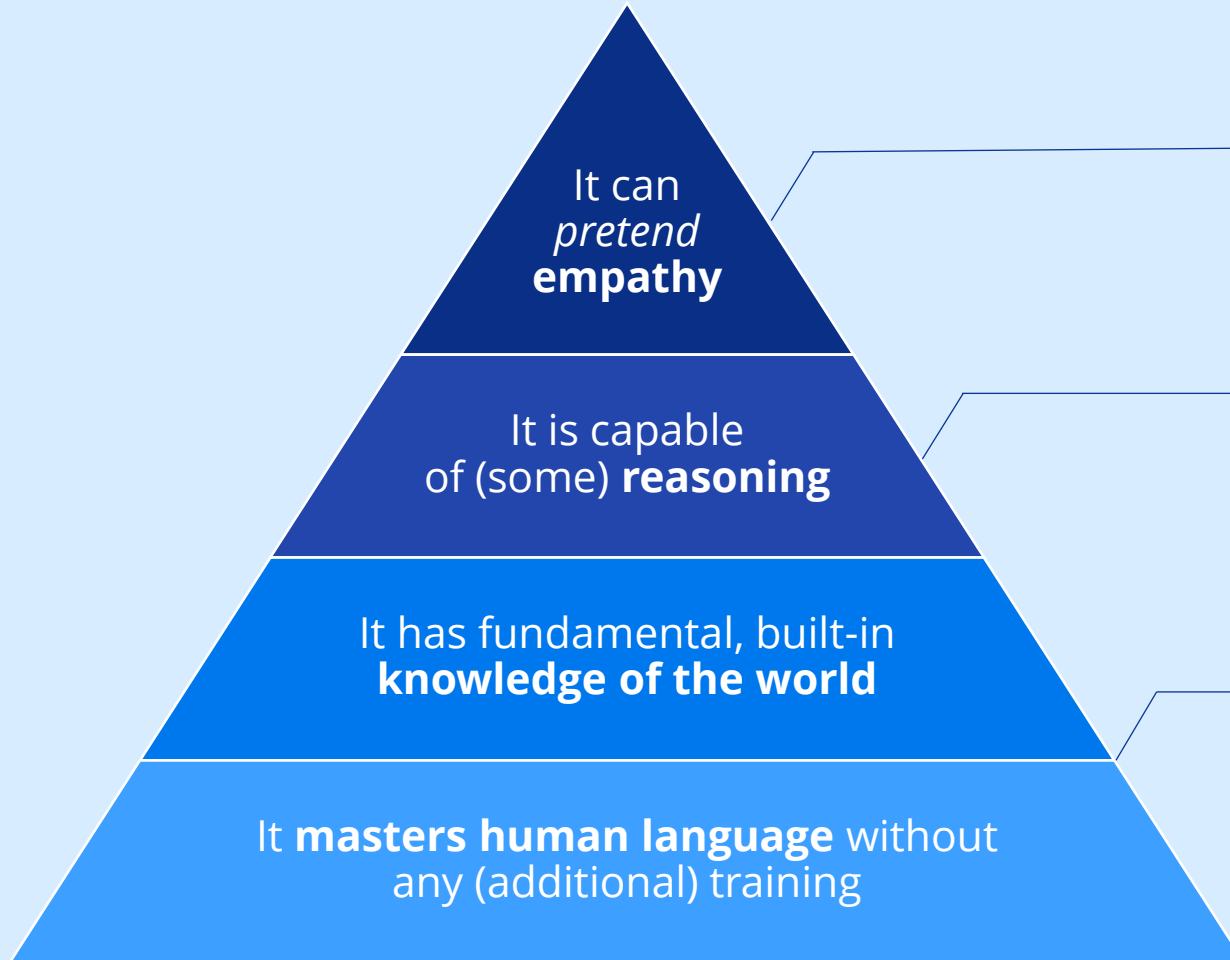
INTEGRATED WITH GENERATIVE AI

OpenAI

Azure

January 2023

Generative AI can extend today's conversational experiences with new capabilities



Hey! I am getting married tomorrow. What do you think about that?



Congratulations! That's wonderful news. Wishing you the best on your special day!

The robot tried to carry the box through the door but it was too big. What was too big - the robot, the box or the door?



The box

Hey, how long is a flight from New York to Tokyo? When I'm there, what should I visit first?



The flight from New York to Tokyo takes approximately 13 hours. Some popular attractions in Tokyo are the Meiji Shrine, the Sensoji Temple, and the Tsukiji Fish Market.


GPT-3, text-davinci-003 model

Strengths and Weaknesses of Generative AI and Conversational AI

Generative AI

 Generic

 Can Go "Off Track"

 No System Integrations

 No Channels

 Very Flexible

 On The Fly

 Low Effort

 Human Like

Conversational AI

 Feels Rigid

 Pre-Defined

 High Effort

 Not Human-Like

 Use Case Specific

 Stays on Task

 System Integrations


 Channel Integrations

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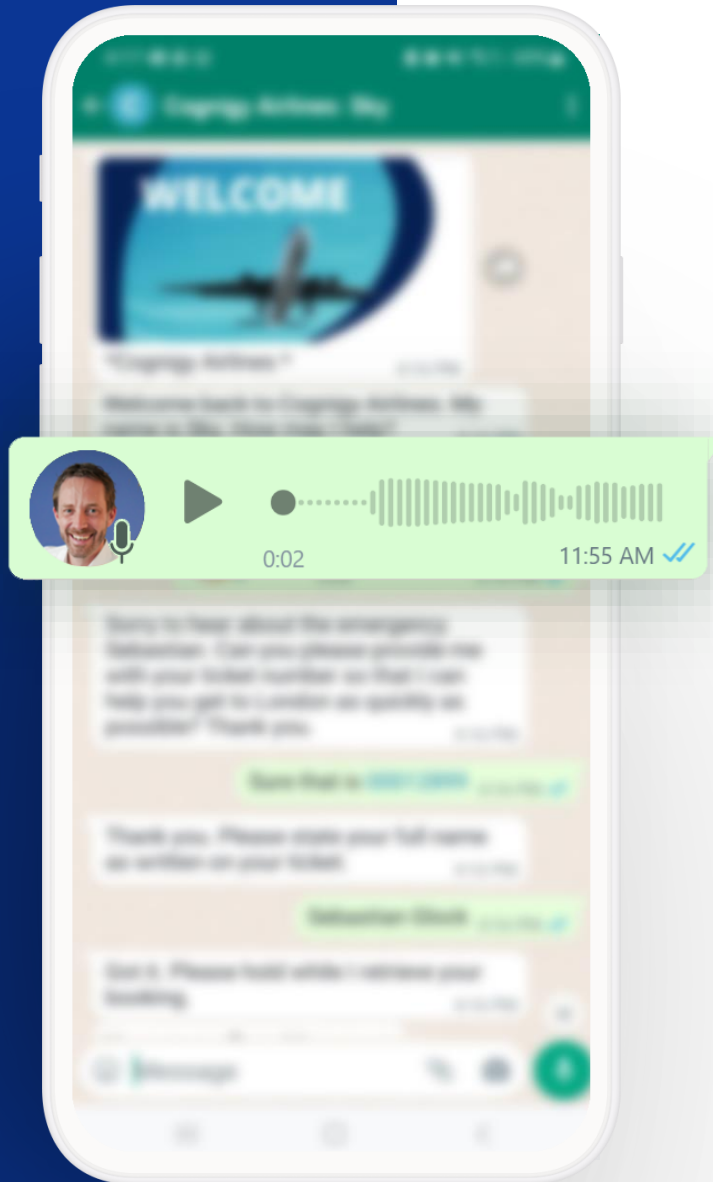
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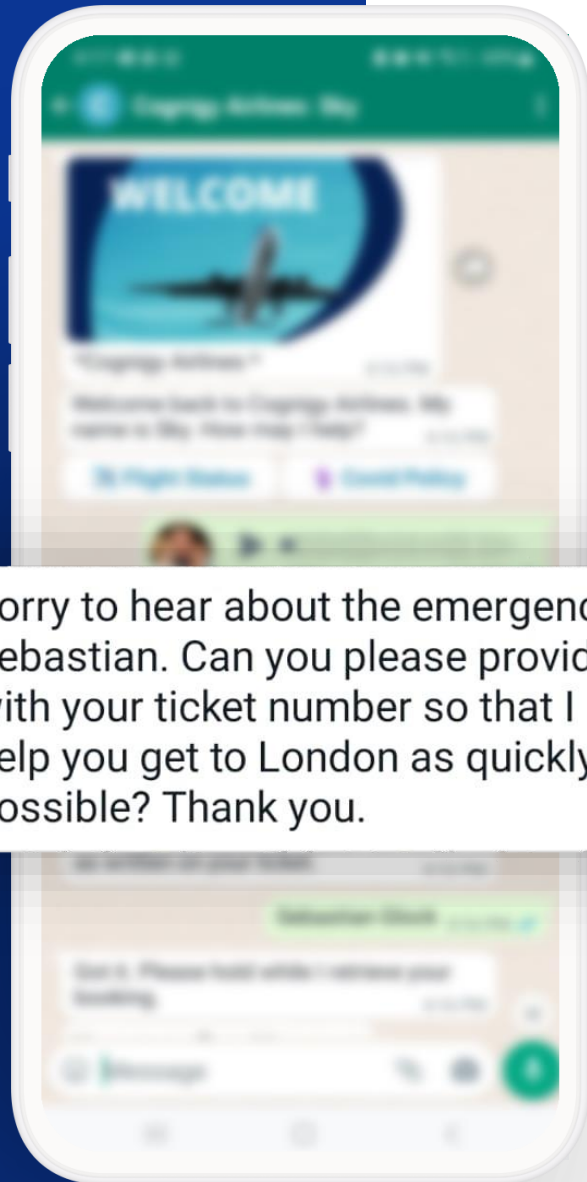
State-of-the-Art Chat Experiences

Available today



Multi-Modal Connectivity

Using all available modalities to interact with your customers, seamlessly integrated with business systems.

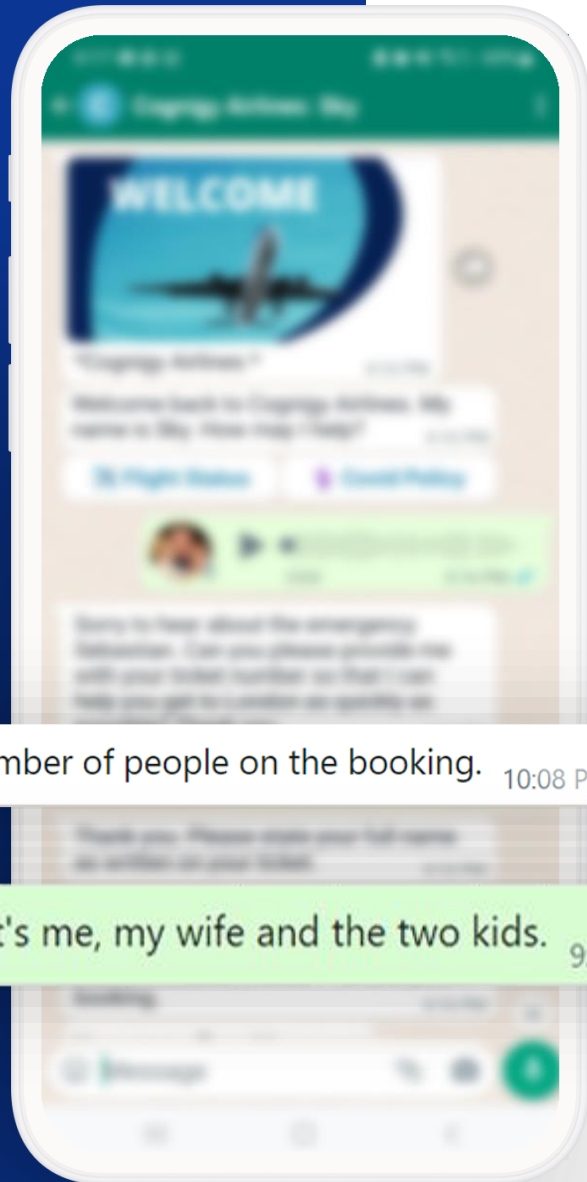


Sorry to hear about the emergency Sebastian. Can you please provide me with your ticket number so that I can help you get to London as quickly as possible? Thank you.

4:16 PM

Showing Empathy

Make your customers feel truly heard, by acknowledging their inputs.

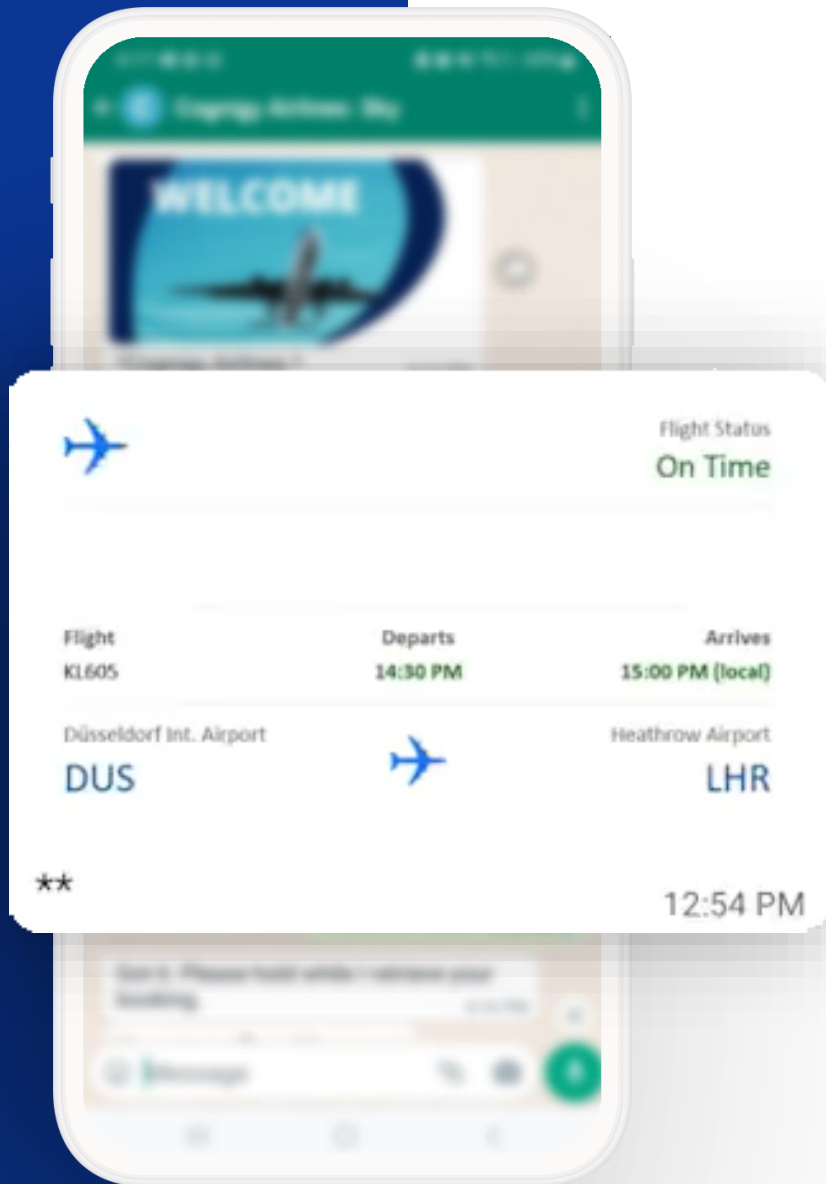


Please confirm the number of people on the booking. 10:08 PM

Well it's me, my wife and the two kids. 9:29 AM ✓✓

Human-Level Language Understanding

Allow your customers to speak freely and use human expressions.



Connected & Transactional

Allow your customers to get things done



Human Like



Use Case Specific



Stays on Task

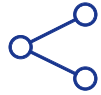


Very Flexible



Better Together: Large Language Models + Cognigy.AI

COGNIGY



FASTER, MORE EFFICIENT BOT BUILDING

Auto-generation of

- Execution Flows
- Example sentences
- Lexicon entries
- ...



BETTER VOICE AND CHAT EXPERIENCES

- Contextualized responses
- Enhanced understanding
- Advanced answering
- ...



NEXT-GEN AGENT ASSIST

- Contextualized replies
- Auto-summarization
- Sentiment analysis
- ...

AI-powered Training Data

Available today

AI-powered Flow Generation

Available today

The Impact of Generative AI on Conversational AI?



A dramatic **improvement of conversational experiences ...**



... with **lower effort**
than ever before

COGNIGY

Thank You

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