Cognigy
Design and operate conversational AI at scale

Key priorities

- Conversational AI has reached a point where structure matters as much as innovation.
- Customer journeys flow across voice and digital, automation must provide a seamless transition as customers move between channels.
- Meaningful self-service comes from moving journeys forward, not from answering in isolation.



Cognigy is built for environments where multiple AI capabilities must work together coherently, not compete for control.
It provides the connective layer that allows conversational AI to scale with consistency and intent.

Higher self-service resolution, lower cost per interaction

Consistent customer experience across all touchpoints

Faster automation deployment with long-term operational control

Contact us for a demo:

How does it work?

- A central layer for conversational automation, with centralized logic and brand voice defined and governed in one place.
- Natural language understanding across voice and digital, with NLU and generative AI under secure conditions.
- Execution through enterprise systems, with APIs and workflows invoked so the conversation completes tasks and updates the underlying process.
- Seamless transition to human support, with escalation built in and full context carried into the contact center.

orange™ Business

Your partner for a tailored and successful transformation of your contact center

1 Experience orchestration

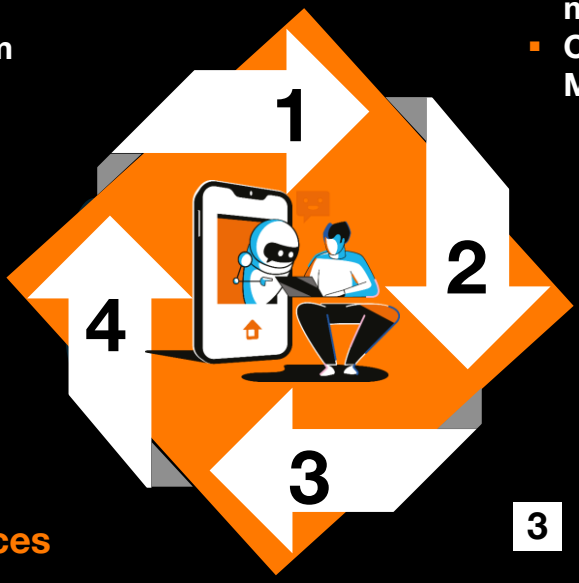
Whether you're new to cloud, adopting AI, or integrating CRM, our experienced team will help you orchestrate seamless customer experiences.

- **Move to cloud**
- **Move to AI**
- **Connected Ecosystem**

2 Centralized Service Management

Strategic design, proven implementation, and dedicated project management ensure your success.

- **Consulting**
- **Implementation and project management**
- **Customer Success Management**



3 Trust services

We provide complete trust services to proactively ensure regulatory compliance, data sovereignty, and to-tier security.

- **Compliance**
- **Sovereignty**
- **Security**

4 End to end Services

Top-tier, tailored support and training all at your fingertips to empower your team.

- **Follow the sun support**
- **A la carte services**
- **Trainings**

An expertise implemented across 200,000 agents worldwide

Teams with over 1,000 certifications in leading market solutions

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