



CogniBot for IT

AI that understands the language of IT issues

AutomationEdge CogniBot for IT is AI in cloud which understands language of employee conversations with enterprise IT. Its strong AI capability helps you automate IT issues instantly. Our NLP uses combination of Machine learning, Deep learning, Knowledge graphs and other engines to effectively disambiguate the utterance. CogniBot can make sense out of interactions with employees and helps in automated fulfillment of IT requests, enquiries and issues.

CogniBot helps in freeing up bandwidth of IT support staff. It helps in deflecting tickets, reducing call volumes, and automating common requests. Cognibot delivers great service experiences to Employees.

Automate up to 40% of IT Issues.



Enterprise NLU and Conversational AI

CogniBot NLU understands the language of IT. It can effectively disambiguate confusing utterances while interacting with employees. AutomationEdge CogniBot model is designed and trained using data available from millions of IT tickets. Conversation dialogs are built automatically.



Enterprise Search

CogniBot is built with advanced enterprise search technology. It can get answers to employee queries based on knowledge articles, FAQ and other documents that exist within and outside the enterprise. CogniBot will be able to start answering queries from your employees immediately after uploading the document in CogniBot engine.



Automation

CogniBot is backed by robust AutomationEdge automation engine. It comes with hundreds of connectors and actions for different target systems and applications. We have ability to automate almost any application and enterprise system with our robust automation engine.



AI Talant

With the subscription of CogniBot, we are committed to make your AI journey successful. Our AI experts will be with you throughout the journey to keep increasing the success and coverage of use cases. You don't have to hire and maintain expensive AI talent

AutomationEdge is listed in the ServiceNow Store, Salesforce AppExchange, Cherwell mApp Exchange, Splunkbase, BMC Marketplace.

AutomationEdge has already delivered its innovative solution to large multinationals globally like US Navy, American Express, Capita, Coty, HDFC Life, Smart Dubai Government, Mashreq Bank, Borden Dairy, JW Logistics and Genpact to name a few.

