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WHY THIS ARTICLE MATTERS



COMPUTERWORLD

Real-world use cases for agentic AI

Gartner and Accenture report that only one-third of AI projects move beyond the proof-of-concept stage. But we knew from Cognigy that AI isn't stuck in pilot mode — it's already handling millions of customer interactions, cutting costs, and boosting satisfaction. To shift the narrative around stalled enterprise AI adoption, we spotlighted real-world success. By showcasing Cognigy's work with Bosch we placed a compelling feature in *Computerworld*. Because when you're proving your AI platform delivers, few things say validation like a *Computerworld* headline: **"Real-World Use Cases for Agentic AI."** Through strategic media targeting, we helped Cognigy demonstrate that the future of enterprise AI isn't coming — it's already here.

COGNIGY

Cognigy is on a mission to transform the customer experience. A market leader, Cognigy helps enterprise contact centers exceed customer expectations, improve agent satisfaction and rapidly respond to market changes. By integrating Generative and Conversational AI to create Agentic AI, Cognigy delivers AI Agents that redefine customer experiences, drive satisfaction, and support contact center employees in real-time. Over 1000 brands worldwide trust Cognigy and its vast partner network to create AI customer service agents for their contact center. Cognigy's impressive worldwide customer portfolio includes Bosch, Nestlé, DHL, Lufthansa Group, Mercedes-Benz, and Toyota.