Vrushali Kadam

Getting Started Guide   
for the Cognigy.AI

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Cognigy.AI was developed to overcome many of the challenges in building conversational AIs. One of the unique aspects of the platform is bundling conversational AI-related resources in a user-friendly interface.

# Sign In to your Account

To sign in with a Cognigy.AI Account, complete the following steps:

1. On the login page, enter a registered **Email ID** and **Password**
2. Click **Sign In**
3. Or use SSO for login, click **LOGIN WITH SSO** and enter **Email ID**
4. Click **SIGN IN WITH SSO** and enter the OTP

Note: *Please ensure that SSO is configured for your account and that you have logged in through your SSO provider.*

1. Bottom of Form

# Create a Virtual Agent

Let us start with building your first Virtual Agent (VA) with Cognigy.AI. A Virtual Agent is a bot designed to automatically handle interactions. It is simple to create one.

## Create Agent

1. Click **Create Agent** on the top-left

Note: *You can create multiple VAs. It is designed to tackle one use case and it can handle multiple user intents.*

## Basic Information

1. Enter **Virtual Agent Name** and select **NLU Language**
2. Choose a **Color**, it helps to quickly navigate between VAs once you've set up a whole workforce
3. Click **Create Empty Agent**, to create empty agent without any predefined solution accelerator, channels, or skills
4. Or Click **Next: Select Solution Accelerator**

## Solution Accelerator

1. Select a Solution Accelerator, choose the **Blank** as a foundation for your first VA.

Note: *The other solution accelerator can later help you set up bots for specific use cases.*

1. Click **Next: Select Channels**

## Channels

1. Select a Channel where customers speak to your Agent
2. Confirm **Webchat** as an output channel for your bot, you may add other endpoints from the list later

Note: *Our built-in Endpoints connect your Virtual Agent to the voice and text channels where your Virtual Agent should interact.*

1. Click **Next: Add Skills**

## Skills

1. Add optional **Skills** to your Virtual Agent, it allows your Virtual Agent to have basic conversational skills or recognize entities

Note: *The availability of Skills is dependent on the chosen language. Let's skip the Skills for now.*

1. Click **Create**

## Setup

1. Click **Go to Agent** to start building your first VA

Note: *For this tutorial, let’s skip the****Chat with your Agent*** *option which is covered in the* ***Chat with your Virtual Agent*** *topic.*

# Build a Virtual Agent

To build a Virtual Agent a conversation Flow is important. It describes the logic and sequence of a conversation. It defines what your Virtual Agent (VA) can do and how it handles the interaction.

## Create Flow

Follow the below mentioned instructions to create your first conversation Flow and make it say something.

1. Open the **Build** menu on the left-hand sidebar and select **Flows**
2. Click **New Flow**
3. Enter **Flow Name** and add optional **Description**
4. Click **Create**,you will see the Flow Editor with a Start and End Node

## Add Say Node

A Say Node is used to send a message to the user.

1. Click the **plus-icon** between Start and End Node
2. Add Nodes that define what the VA does at this point of the conversation
3. Select a **Say Node** it makes the bot respond something

## Edit Say Node

1. Click the **Say** **Node** to edit it
2. In edit node pane, go to **Text** field and enter some word like *Hello User!*
3. If you add another line, the VA will randomly use one of the texts
4. Click **Save Node**

## Chat with your Virtual Agent

You can chat with your Virtual Agent (VA) at any time using the Interaction Panel. It is the primary tool to test and refine your VA.

1. Click **Chat with your Agent** icon at the top-right to open the **chat window**
2. Enter some **text** in the input field like *Hello User!* and click **Send** or press enter

Note: *The text is now sent to your Virtual Agent. You will see its response instantly.*

1. You can use the **more options** menu (three dots) to **clear the chat** or you press Ctrl + B

## Add Question Node

Your Virtual Agent (VA) can interact with human users and collect all data it needs to make the conversation successful. Let's start by making the VA ask a simple question.

1. Click the **plus-icon** between Start and End Node after your **Say Node** and add **Question Node**
2. Add Nodes that define which question the VA ask at this point of the conversation
3. Select a **Question Node** it lets the bot ask question

## Edit the Question Node

1. Click the **Question** **Node** to edit it
2. In edit node pane, under **Type** you can select from prebuilt questions variants like *What is your name?*

Note: *The Types are helpful to automatically transform user entries into well-defined datasets that can be easily processed later in the Flow.*

1. For now, simply **select Text** to allow free form entry and add question in the **Text Field**
2. Click **Save Node**

## Make VA Answer the Question

Now let's use the input to make the Virtual Agent respond.

1. Add a **Say Node** after the Question Node
2. In the text field, use a greeting like *Hello* followed by a space character
3. Now prompt the user's input using a **Token**: Click the AI-icon on the right of the Text field and select **Last Question Result**
4. Go to the **Chat with your Agent panel**and say hello to your VA. You will be asked for your name. After answering, the VA will now greet you as expected.

# Deploy a Virtual Agent

Until now, your Virtual Agent (VA) only lives in Cognigy.AI. To interact with your Virtual Agent outside the Interaction Panel, let's deploy it: Adding one or more Endpoints makes it accessible to end-users on your channels of choice.

1. Go to **Deploy** in the sidebar and select **Endpoints**
2. Click **New Endpoint**, give it a name such as *Web* and select **Webchat** as Endpoint Type
3. A webchat is an easy way to embed conversational experiences in any browser-based UI.
4. Select your **Main Flow**, which the Endpoint starts to execute with
5. Click Save
6. Open your Endpoint in a browser by clicking **Open Webchat**