Getting Started guide for the Cognigy.AI

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# 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

# Dashboard Overview

# User Profile

# 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.*

# Create a new Flow

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# Add a Say Node

# Tell the VA what to say

# Chat with your Virtual Agent

# [Let your Virtual Agent ask a question](https://support.cognigy.com/hc/en-us/articles/360014610060-Let-your-Virtual-Agent-ask-a-question)

# [Deploy your Virtual Agent](https://support.cognigy.com/hc/en-us/articles/360014662839-Deploy-your-Virtual-Agent)