Jaggle Conversational AI

Next-Gen Omnichannel
Conversational AI
for
Optimized Customer Experience
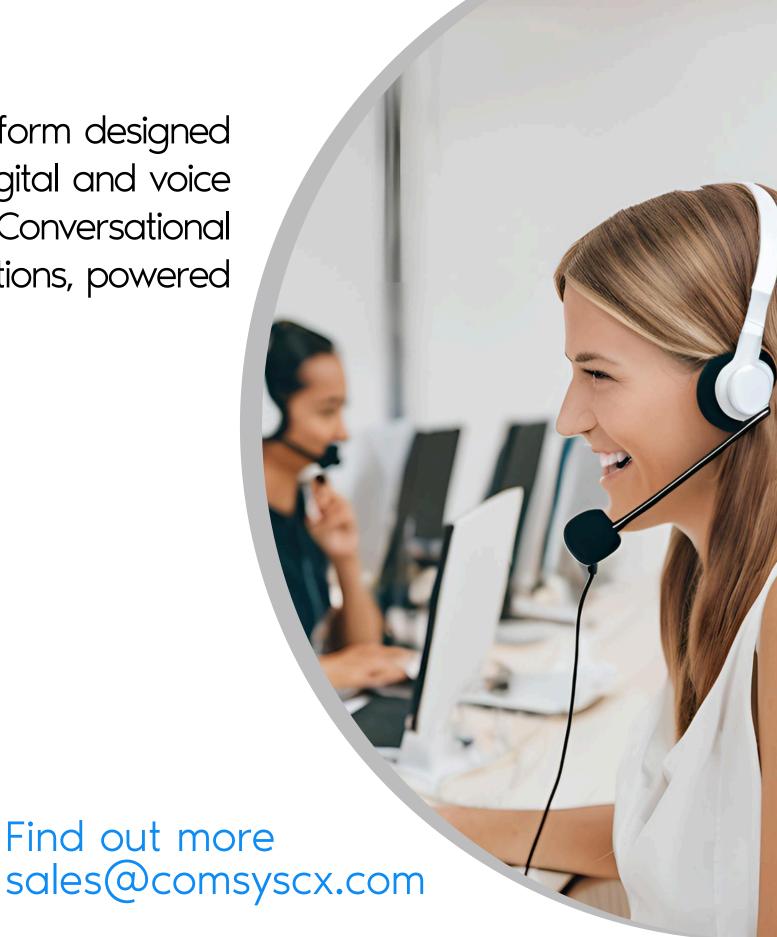
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What is **Jaggle** Conversational AI

Jaggle Conversational AI is Comsys' next-gen Conversational AI platform designed to transform how businesses engage with their customers across digital and voice channels. From intuitive chatbots to intelligent voice assistants, Jaggle Conversational AI delivers context-aware, multi-channel, and fully automated interactions, powered by AI, delivering human-like dialogues.

Key Features:

- Omnichannel Engagement (Chat, Voice, Messaging, Social)
- Visual Low-Code Conversation Builder
- Advanced NLP/NLU & Machine Learning
- Multilingual & Emotion-Aware AI
- Seamless Live-Agent Handover
- Real-Time Analytics & Insights

Find out more
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Jaggle Conversational AI

With Jaggle Coversational AI, you don't just create bots, you architect meaningful journeys.

Our Visual Conversation Builder empowers teams to rapidly prototype, test and launch dialogue flows without coding. Advanced NLP ensures that your bots understand not just what users say, but what they mean.

Meanwhile, analytics guide continuous optimization based on real life interactions.

Key Modules:

- Conversation Builder: Drag-and-drop dialogue components to design a full dialog
- Intelligent Training: Train with historical data for improved intent recognition
- Orchestrator: Seamlessly integrate with backend systems and APIs
- Insight Engine: Track KPIs like CSAT, NPS, FCR, and more

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Indicative Use Cases

- Order Management & Delivery Tracking
  - Invoice & Payment Queries
    - Customer Support & Complaint Handling

- Banking & Insurance Claims Assistance
  - HR Self-Service Portals
    - Subscription Management
      - Appointment Scheduling

Jaggle Conversational AI

Jaggle Coversational AI empowers millions of customer interactions across sectors. Whether in Telecom, Banking, Insurance, Utilities, or Retail, Jaggle Coversational AI is the CX solution for you.

Whether you're reducing call center costs or boosting customer service quality, our platform helps you achieve your KPIs. Exactly like you want them.

Ask Us:
How can one solution, be the answer to so many challenges?
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Jaggle Conversational AI is more than a platform, it is a CX strategy.

Jaggle Conversational AI

With accumulated experience since 1989, Comsys brings a legacy of trusted excellence. Jaggle Coversational AI is built on this heritage; combining cutting-edge tech with proven enterprise reliability.

Your Benefits with Jaggle Conversational AI:
- Rapid Time-to-Value
- Enterprise-Grade Security & Compliance
- Easy Integration with Leading CRMs, ERPs, and Contact Centers
- Backed by Expert Services & 24/7 Support

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Indicative Clients

Experienced and certified professionals

Our team includes skilled professionals with hands-on experience in delivering state-of-the-art solutions for our clients' unique needs

International Clientele

22 countries	38K licenses
378 systems	70+ clients

Since 1989 in high-tech ICT solutions

- A leader in the contact center market since 2004
- Creator of Next-Generation software solutions

Jaggle AI-powered Application Generation platform

Saves time and effort in enterprise-grade application development. Jaggle offers efficiency in resources management, increased agility, AI capabilities, and simplicity in change management.

Awards and Certifications

2021 ICMI AWARD
GLOBAL CONTACT CENTER
BEST NEW TECHNOLOGY SOLUTION - FINALIST

IMPACT IGNITE AWARDS 2020
BRONZE

CUSTOMER 2020 CX INNOVATION AWARD

CUSTOMER 2020 Product of the Year Award

ASPECT
Innovation Partner of the Year
2015, 2016, 2017, 2018

SWISS CERT ISO 9001
SWISS CERT ISO 14001
SWISS CERT ISO 22301
APMG International ISO/IEC 20000
SWISS CERT ISO 27001
SWISS CERT ISO 27701
SWISS CERT ISO 37001

Ask us for a demo
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