Cognigy Webchat v3 Endpoint

Cognigy Webchat v3 Endpoint is a native Endpoint within the Cognigy.AI platform designed to integrate AI Agents directly into your website. This connection allows for seamless interaction between users and AI Agents via the Webchat v3 interface.

General Settings

- Access general settings such as Endpoints Overview, Data Protection, Transformer Functions, NLU Connectors, Session Management, Handover Settings, Real-Time Translation, AI Copilot, and File Storage.
- The Inject & Notify feature is also supported.

Specific Settings

- Webchat Layout: Customize the chat interface's title, logo, and colors. Upcoming features will support distinct logos and names for AI vs. human agent messages.
- Advanced Layout Settings: Control the chat interface's input behavior, HTML styling, and JavaScript usage, including parameters like maximum input rows and input collation.

Webchat Behavior

- Start Behavior: Define how conversations initiate—via a text field, button click, or automatic message.
- Attachment Upload: Configure file upload options, storage locations (e.g., AWS, Azure, Google Cloud), and upload area text.
- Business Hours: Set Webchat availability, customize messages outside business hours, and manage operational days.
- Unread Messages: Features to notify users of unread messages, including counts, previews, and notification sounds.

Home Screen

- Conversation Starters: Pre-defined messages to engage users, customizable with up to five starters.
- Previous Conversations: Enable users to access past interactions with customizable button text and headers.
- Teaser Message: Personalize teaser messages and define actions like sending messages or URLs.

Chat Options

- Enable Chat Options: Features like Quick Replies, Conversation Rating, and a customizable Footer to enhance user interaction.
- Quick Replies: Add pre-defined response options to improve interaction.
- Text-to-Speech: Convert text to speech with customizable toggle settings.
- Conversation Rating: Include a rating widget for user feedback, customizable prompts, and confirmation messages.
- Footer: Add customizable footer sections with titles and URLs.

Privacy Notice

- Add privacy notices to the chat interface, including options for a custom notice, title, text, and Privacy Policy links.

Advanced Settings

- Watermark: Add a watermark to the chat interface for branding.
- Maintenance: Activate maintenance mode with customizable messages for updates.

Webchat Custom Settings

- Advanced customization via JSON for UI adjustments and feature integrations. Useful for adding or overriding values not present in the standard GUI.

Webchat Plugins and Demo Webchat Settings

- Add and manage multiple plugins to extend functionality.
- Test integrations and preview Webchat appearance before deployment with Demo Webchat.