Cognigy Reaches Microsoft Solutions Partner with Certified Software, Empowering Azure Customers with Agentic Enterprise AI Agents

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Dallas, Texas, May 22, 2025 — Cognigy, a global leader in AI-powered customer service solutions, today announced it has achieved Microsoft Solutions Partner with Certified Software, the highest level of partnership within Microsoft's AI Cloud Partner Program. This milestone recognizes Cognigy's success helping major brands use AI to speed up support, reduce wait times, and improve customer satisfaction, all within the Microsoft ecosystem.

As a Top Tier Partner, Cognigy will work closely with Microsoft to accelerate innovation, collaborate on co-sell opportunities, and deliver greater value to joint customers through seamless integrations with Microsoft Azure, Dynamics 365, and Microsoft Teams.

"We're pleased to welcome Cognigy as a Top Tier Partner," said Nadja Schaller, Partner Development Manager at Microsoft. "Cognigy is helping enterprises reimagine the contact center with AI-powered automation on Azure—driving faster service, greater efficiency, and better customer experiences."

Cognigy's platform, Cognigy.AI, gives enterprises access to "Agentic AI", intelligent virtual agents that understand customer intent, make decisions, and complete tasks without needing human handoffs. These agents go far beyond the limitations of traditional chatbots.

Unlike most solutions still in testing, Cognigy.AI is already running in large-scale contact centers. It combines Generative and Conversational AI to support both customers and live agents across voice and digital channels. With native integrations into Microsoft Azure, Dynamics 365 Customer Service, and Microsoft's speech services, Cognigy enables enterprises to launch quickly, scale easily, and deliver fast, personalized support, without needing to overhaul their existing systems.

"Achieving Microsoft's Top Tier Partner status is a testament to our commitment to empowering enterprises with AI-powered customer service solutions at scale that drive transformative business outcomes," said Hardy Myers, SVP of Global Partnerships at Cognigy. "This partnership enables us to extend the reach of our Agentic AI platform, offering Microsoft customers scalable, secure, and integrated AI Agent solutions that automate and elevate customer experiences."

The Microsoft Solution Partner with Certified Software designation will enable Cognigy to further collaborate with Microsoft on joint go-to-market initiatives, participate in exclusive programs, and deliver advanced solutions to customers worldwide.

"Together with Microsoft, we're helping organizations transform their contact centers from cost centers to profit centers by unlocking the power of AI Agents," added Myers.

Cognigy solutions are available on the Microsoft Azure Marketplace and are eligible toward a customer's Azure Consumption Commitment (MACC). This availability simplifies procurement and enables Microsoft customers to deploy and scale AI-powered customer service automation with greater speed, flexibility, and confidence.

About Cognigy

Cognigy is transforming the customer service industry with the most advanced AI Agent platform for enterprise contact centers. Its award-winning solution, Cognigy.AI, empowers enterprises to deliver instant, hyper-personalized, multilingual service on any channel. 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 1,000 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, Frontier Airlines, Lufthansa Group, Mercedes-Benz and Toyota.

For more information and to book a demo visit: www.cognigy.com. Follow the company on X (formerly Twitter) @Cognigy and on LinkedIn at https://www.linkedin.com/company/cognigy.

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