

Cortex: The Decisions Chatbot Accelerator

Download, Customize, and Deploy a Chatbot Quickly—with Complete Control and No Additional Cost

AI-powered chatbots are revolutionizing business communication, but many solutions come with high costs, limited flexibility, and vendor lock-in. Cortex, Decisions' pre-built chatbot framework, removes these barriers—allowing customers to quickly download, customize, and deploy a no-cost, low-code chatbot that integrates seamlessly with their existing systems. With full control over intelligence, workflows, and automation, organizations can customize their chatbot using preferred knowledge bases to meet their unique needs.

VERSATILE CHATBOT APPLICATIONS

Cortex supports a wide range of use cases, including:

- Customer support and service
- Marketing and sales engagement
- Human resources
- Lead qualification
- In-solution support
- IT troubleshooting

Any function that benefits from automated communication can be powered by Cortex.

EXPERIENCE THE DECISIONS ADVANTAGE

- **Rapid Deployment:** Pre-built components allow businesses to deploy a chatbot in weeks, not months.
- **Full Customization:** Design chatbot workflows, decision logic, and AI training with no vendor-imposed limitations.
- **Seamless Integration:** Connect Cortex to any front-end chatbot interface, communication platform, or data source via open APIs.
- **Intelligent Automation:** Leverage Decisions' rules engine to automate conversations and trigger actions.
- **Data Ownership & Security:** Keep full control over chatbot data, ensuring compliance with internal policies.

Cortex, Decisions' pre-built chatbot framework, enabling businesses to quickly deploy AI-powered chatbots with full customization, seamless integration, and diverse applications like customer support and sales.



END-TO-END CHATBOT AUTOMATION

Cortex is designed to be the intelligence behind chatbot interactions, ensuring businesses can move beyond basic scripted responses. By integrating AI, rules-based decision-making, and process automation, Cortex enables businesses to create adaptable, intelligent chatbots that drive efficiency and engagement.

HOW CORTEX WORKS

Unlike traditional vendor-controlled chatbots that provide limited customization, Cortex is a backend framework that gives organizations full control over chatbot intelligence. From defining knowledge bases to executing complex workflows, Cortex enables businesses to create chatbots that do more than just answer questions—they automate tasks and drive decision-making.

- **Define Business Logic:** Configure decision rules, workflows, and AI-driven responses.
- **Integrate Knowledge Bases:** Train the chatbot with custom data sources to ensure accurate responses.
- **Automate Actions:** Trigger automated processes based on customer queries and system interactions.
- **Connect to Any Front-End:** Use Cortex with any open API-supported chatbot interface.

INTEGRATION THAT WORKS FOR YOU

- **Seamless API Connectivity:** Easily integrate with CRM, ERP, customer service platforms, and internal databases.
- **Omnichannel Deployment:** Power chatbots across web and mobile platforms.
- **Real-Time Processing:** Deliver fast, rules-driven responses.

SECURITY & COMPLIANCE

- **Data Privacy:** Maintain full ownership and control over chatbot data.
- **Compliance Readiness:** Align with GDPR, HIPAA, and internal security policies.
- **Role-Based Access Control:** Define user permissions for managing chatbot workflows and data.

SCALE WITH CONFIDENCE

- **Flexible Architecture:** Adapt chatbot capabilities as business needs evolve.
- **Low-Code Customization:** Modify processes without extensive development effort.
- **Enterprise-Ready:** Handle high query volumes with a scalable, AI-driven foundation.

Discover how Cortex can transform chatbot automation for your business.

Talk to your Customer Success Manager for details or explore the Cortex framework on the [Decisions Marketplace](#).

ABOUT DECISIONS

Decisions is a powerful, comprehensive low-code process automation platform that empowers businesses to streamline processes, optimize operational efficiencies, ensure regulatory compliance, and enhance customer experiences. Trusted globally across all industries, Decisions merges AI tools, a robust rules engine, workflow management, process mining, interface designers, and integration orchestration to help organizations code less and achieve more.

[See how at decisions.com](#)



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