



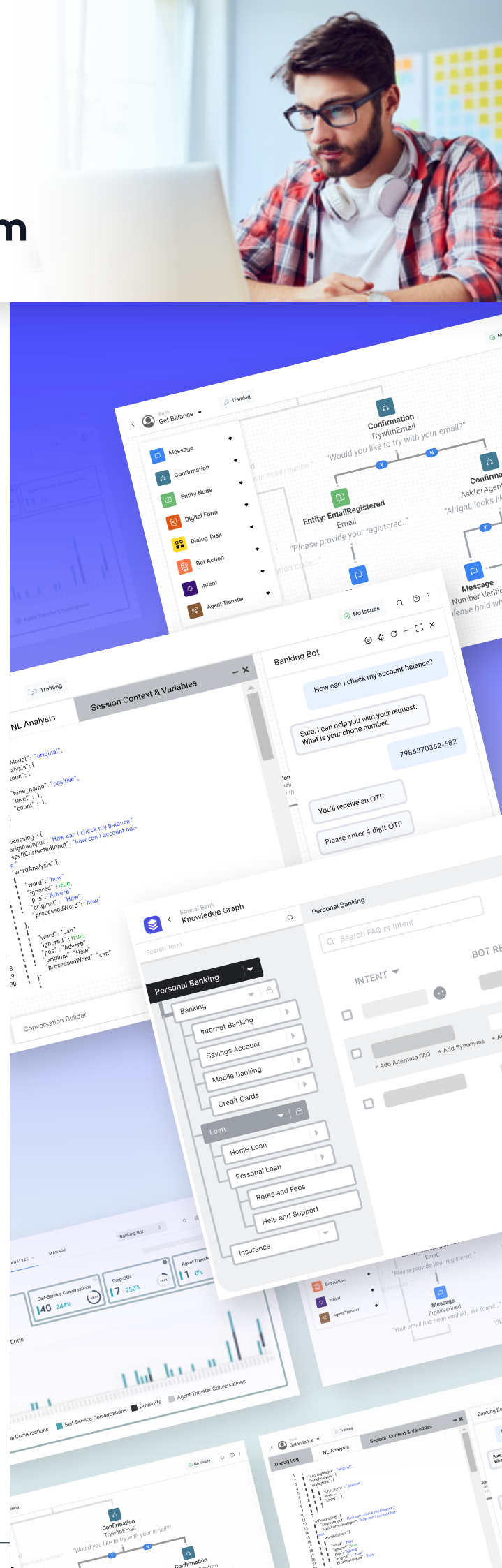
Kore.ai Experience Optimization (XO) Platform

Optimize End-to-end Experiences for Business Interactions

The Kore.ai Experience Optimization (XO) Platform offers a no-code interface to design, build, train, test, deploy and manage AI-first Virtual Assistants and Process Assistants to automate front-office and back-office business interactions. Optimize customer and employee experiences alike with a variety of use cases.

Key features

- No-code Unified Platform:** Ideal for business users to build and manage AI-first virtual assistants and process workflows without writing any code. CX and EX deployment capabilities support both internal or external facing use cases.
- Conversation Designer:** The industry-first capability that offers a natural way to design conversational flows by simply feeding user-assistant conversations and automatically converting them into executable dialog tasks.
- ML + 2 NLP Engine:** Platform's multi-engine approach - Fundamental Meaning (FM), Knowledge Graph (KG) and Machine Learning (ML) engines accurately identify user intents and respond in appropriate natural conversation. Further, you can leverage the zero-shot or few-shot training models.
- Comprehensive Testing:** Leverage multiple testing tool - utterance, batch and conversation testing within the platform to ensure you deploy only foolproof virtual assistants.
- Process Automation:** Build multi-user, multi-step business workflows that can be conversationally triggered and intelligently operationalized.
- Omnichannel & Multilingual:** Interact with your customers in 40+ voice and digital channels in 100+ languages with virtual assistants developed on the Kore.ai XO Platform.
- Voice Capabilities:** Infuse conversational capabilities on voice channels like IVR, Alexa and Google Assistant and deliver a human-like conversational experience.
- LLM and Generative AI:** Eliminate training chaos by enabling large language models (LLMs) such as Open AI's GPT-3 and other generative AI technologies. Effortlessly design conversations, create training data, test data, and rewrite responses with emotion.



Reasons to choose

Kore.ai Experience Optimization Platform

Superior Intelligence: Efficiently cater to complex and twisted human conversations with built-in context and sentiment management capabilities as well as handle digressions, entity amendments, and ambiguous human responses. The pause and resume capability solve for multiple intents.

Explainable AI: End-to-end visibility into the intent recognition process, drop-offs, threshold levels, and training suggestions give you more control and make it super easy to debug and fine-tune the assistant for improved results.

Quick Training: Training a virtual assistant is key to its performance. The platform natively provides a rich set of intents, entities, synonyms and traits, along with an intuitive UI that makes training easy, quick, and result-oriented.

Digital Skills: Deliver next-gen user experience with a rich blend of conversational and digital user interface components.

Flexible Deployment: The platform is purpose-built for enterprises. It gives you the flexibility to deploy it on the cloud, and on-premise and also supports a hybrid model.

Agent Transfer: Seamlessly transfer to the agent along with conversation history, context as well as other useful information for an agent to carry forward the meaningful conversation.

Intelligent Analytics: Use readily available informative dashboards to gain actionable insights about the usage, behavior, or performance metrics or build custom dashboards to monitor business KPIs.

Select customers



Kore.ai is a global leader in the conversational AI platform and solutions helping enterprises automate front and back office business interactions to deliver extraordinary experiences for their customers, agents, and employees. More than 350+ Fortune 2000 companies trust Kore.ai Experience Optimization (XO) Platform and technology to automate their business interactions for millions of users worldwide to achieve extraordinary business outcomes.

Kore.ai Named a Leader in 2023
Gartner® Magic Quadrant™ for
Enterprise Conversational AI
Platforms, Again!

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Prebuilt Templates: Take advantage of customizable templates to expedite development.

Quick Integrations: Integrate with internal or external systems using configurable APIs. The platform out-of-the-box offers 75+ integrations with popular enterprise systems.

Bot SDK: Use platform-specific client libraries to build custom interactions.

Benefits:

- **Faster time-to-market**
- **Easy maintenance**
- **Improved productivity**
- **Simple Integrations**
- **Lower operational costs**

Key Stats:

- **350+** Fortune 2000 Customers
- **150M+** Enterprise consumers
- **1M+** Enterprise employees
- **25% - 75%** Automation rate
- **\$1B+** In cost reduction
- **100+** Languages
- **35+** Voice and digital channels