## Executive Overview

Kore.ai delivers simplicity, flexibility and control when applying conversational and generative AI to drive business growth, increase productivity, improve job satisfaction and realize cost efficiencies. We do this by providing the platform, no-code tools and solutions that get customers to faster time to AI usage be that in the form of a conversational AI assistant or generative AI enabled applications.

https://kore.ai/

## Product & Service Offerings

**XO Platform**: Kore.ai Experience Optimization Platform is an end-to-end Platform that is purpose-built for enterprises to design, build, test, host, and manage the entire life cycle of omnichannel virtual assistants for customers, employees, and business processes. The Platform is offered as a Platform-as-a-Service (PaaS), which supports building

enterprise-grade virtual assistants for diverse use cases, including for customers (B2C) and employees (B2E) contexts. The Platform supports on-premises, cloud, and hybrid

deployment models.

**Kore has a suite of industry-agnostic products designed for enterprises and customers:**

- **SmartAssist**: SmartAssist is an automation-first, customer intent-driven Contact center as a service (CCaaS) solution. It is a cloud-based call automation and a digital deflection service.

- **BankAssist**: BankAssist is your omnichannel, personalized customer engagement platform. Built on Kore's conversational AI technology, it inherits platform capabilities to deliver a data-driven, personalized, conversational banking experience through a wide range of voice and text channels. BankAssist understands over 400 of the most common retail banking use cases from simple, single-turn questions like a balance inquiry to complex multi-turn conversations like reporting fraudulent transactions or a stolen credit card.

- **HRAssist**: Our HRAssist is a fully functional, omnichannel and domain-trained bot that empowers human-like conversations to respond to most asked employee queries at the

workplace. It can be as simple as querying about your leave balance to processing an international travel request and sharing relevant documentation.

- **IT Assist**: Our IT Assist is a fully functional, omnichannel and domain-trained bot that empowers human-like conversations to respond to most asked employee queries and tasks related to IT. It can be as simple as asking for a password reset to something as critical as automatically triggering an infrastructure alert.

- **SearchAssist**: SearchAssist is the world's first cognitive, conversational, and complete search engine that handholds users from discovery to delight! It understands the domain

language and context to bring personalized and humanized results through multi-turn conversations.

- **AgentAssist**: Our AgentAssist acts as a personal assistant for your agents and reps. They work side-by-side with your teams, assist

agent workflows by automating routine post-call functions, and give agents the information they need when they need it.

- **HealthAssist**: Our HealthAssist enables interaction with the EHR and patient for appointment management, patient education, and revenue cycle management, all of which enhance the patient and caregiver experience.

- **RetailAssist**: Our retail virtual assistants can handle the most complex of questions, analyze consumer behavioral patterns and enhance the shopping experience by providing personalized alerts and offers.

- **GALE:** The GALE Platform empowers enterprises to build customized language models, addressing specific requirements by refining foundational LLMs for enterprise needs. It offers advanced generative AI for enterprise use cases while overcoming traditional LLM limitations. GALE provides a comprehensive toolkit, enabling businesses to integrate proprietary knowledge, including data, ontology, APIs, business rules, and data boundaries.

## Key Features & Differentiators

- Kore.ai is an AI company, bringing a decade of expertise to solving (of delivering on) business needs with both conversational and generative AI.

- Kore.ai understands the complexity of doing AI right in a business and provides the infrastructure, tools and solutions that enable responsible and safe AI.

- Kore.ai takes an open approach enabling customer choice in where their data lives, what language models meet their needs, what core technologies they want to employ and the applications they use to run their business with integrations that make it easy to do so.

- Kore.ai knows that AI is only useful if business outcomes are achieved and prioritizes time to business value and ease of use in all its product offerings.

- Kore.ai prides itself in being a trusted partner to brands large and small as they seek to leverage AI in use cases ranging from human-like conversational virtual assistants to generative AI-enabled applications

## Top Industries Served

- Manufacturing
- Financial Services
- Healthcare
- Retail & Consumer Products / eCommerce

## Ideal Customer Profile

CXPONENT

POWER BRIEF *for* kore.ai

- Industry: Financial Services, Banking, Insurance, Healthcare & Life Sciences, Retail, Oil & Gas, Utility, Travel, Telecom, Manufacturing, etc.
- Size: Your ideal client is a large/Medium organization with high revenue(500 Mn+)
- and many employees(5000+).
- Locations: North America, South America, Europe, Middle East and APAC.
- Culture: Your ideal client has a customer-centric/employee-centric culture that values innovation, quality, and trust.
- Behavior: Your ideal client should be looking for Conversational AI solutions to automate customer/employee interactions. Their buying criteria include factors such as features, performance, security, reliability, etc.

## Qualifying & Technical Questions

- What are the specific use case(s) the prospect is evaluating?
- How many employees or customers would the bot use case(s) reach?
- How many sessions/conversations per month would go through the bot?
- What is the budget defined for this project?
- By when would the bot tentatively go live?
- Which platform installation mode would you prefer(OnPrem/OnCloud)?
- What are the pain points Client/Partner wishes to address?
- What channels where you would like to deploy to communicate with the Bot? (Watsapp, Skype, Voice, Chat etc)
- What backend systems would be integrated?
- What kind of a Bot are you considering? (FAQ, ITSM, HR, Retail Banking etc)