

Extraordinary experiences. Extraordinary outcomes.

Conversational AI for customer and
employee experiences

Product Portfolio

Platform

Experience Optimization (XO) Platform

Optimize End-to-end Experiences for customers and employees business interactions

The Kore.ai Experience Optimization (XO) Platform brings the power of LLM and Generative AI technology along with a no-code interface to design, build, train, test, deploy and manage AI-first Virtual Assistants to automate business interactions. The platform is best suited for nontechnical users to optimize customer, agents, and employee experiences for a variety of use cases from various industries.

Key Features:

- No-code Platform with CX and EX deployment models
- Power of LMMs and Generative AI shrinking the design, build, and train time
- Conversation designer with auto dialog generation
- Superior Multi-model NLP with AI transparency
- Comprehensive utterance, batch and conversation testing
- Multi User-multi level process automation
- Support for 40+ voice and digital channels and 100 + languages

SmartAssist

AI-Native Contact Center as a Service (CCaaS) solution to automate voice and digital interactions

SmartAssist is an end-to-end AI-native contact center as a service (CCaaS) that delivers the next generation of contact center experience to the enterprise. AI drives the customer experience, routing experience and agent experience from start to finish, an innovative AI-native approach. From automation to agent assistance to flexible deployment models, SmartAssist has everything you need to reimagine the contact center experience.

Key Features:

- Conversational IVR
- Smart call automation, deflection, or escalation
- Agent handover and Intelligent agent assistance
- AI-Native supervisor experience
- Flexible deployment options

AgentAssist

An AI-powered Intelligent Virtual Assistant Supporting Agents in Real-Time

AgentAssist is an AI-powered intelligent virtual assistant that empowers contact center agents in real-time to deliver extraordinary customer experiences by proactively providing the next best actions, automated fulfillment assistance and contextual recommendations during live calls and digital interactions.

Key Features:

- Proactively suggest responses in real-time
- Next best action recommendations
- Automate, execute and perform tasks
- Automate post-call wrap-up
- Integration with SmartAssist or any existing third-party desktop

BankAssist

An intelligent virtual assistant enabling conversational banking

BankAssist is an AI-First virtual assistant that automates and humanizes user interactions through 250+ pre-built retail banking use cases. Built on Kore.ai Experience Optimization (XO) Platform with superior natural language processing (NLP) capabilities, BankAssist understands, processes and instantly responds to user queries and requests via voice and digital channels. BankAssist provides automated conversational banking that understands context, answers questions and performs transactions in customers' preferred language and channel.

Key Features:

- Conversational IVR with personalized responses
- Over 250 prebuilt retail banking scenarios
- Ready integrations with core banking systems
- Comprehensive analytics with custom dashboards
- Multilingual and omnipresent banking

HealthAssist

An intelligent virtual assistant enabling conversational healthcare

HealthAssist is an intelligent, HIPAA-compliant solution that delivers a digital-first, human-like conversational experience to automate interactions across the enterprise. HealthAssist is used by some of the world's largest healthcare organizations to increase access to care, increase engagement, decrease costs, increase patient/member acquisition and retention, improve satisfaction, improve experiences, improve productivity and maximize care time. Kore.ai has combined deep healthcare expertise and the robust Experience Optimization Platform to deliver HealthAssist – an unprecedented, industry-leading approach to automating voice and text interactions with patients, members, caregivers, agents, employees and consumers.

Key Features:

- Intelligent conversational assistant for patients, providers, and caregivers
- Compliant to industry standards and regulations
- Integrations to enterprise systems and industry applications
- Multilingual and omnichannel
- Highly scalable and easily customizable

RetailAssist

AI-Native Conversational Commerce Assistant

RetailAssist engages shoppers with an omnichannel, next-generation experience that goes beyond the digital space and into brick-and-mortar stores to meet on-demand needs, anywhere and anytime. RetailAssist enables retail and ecommerce companies to modernize, scale and transform their operations by building competencies around self-service automation, personalization, omnichannel fulfillment, and 24/7 pre-/post-sales service and support. The product also acts as an employee intelligent virtual assistant to help retail companies with onboarding, day-to-day operations, and customer support.

Key Features:

- Personalized shopping assistant for offers and shopping experiences
- Digital associate to support shoppers with all aspects of order fulfillment
- Smart contact center to automate customer service calls
- AI-driven solution with pre-built retail use cases
- Employee assistant to answer FAQs, inventory status and cross/up sell

SearchAssist

AI-First cognitive, conversational search assistant

SearchAssist is the world's first conversational search assistant powered by Large Language Models (LLMs). SearchAssist leverages cutting-edge LLMs and generative AI technologies to provide users with the most relevant, accurate, and personalized search results aka answers by understanding user intent, context, and preferences. Search assistant goes beyond the traditional keyword-based search results and delivers the most relevant search results, along with contextual recommendations across websites, e-commerce, customer service, and workplaces.

Key Features:

- Conversational search that combines search and chat to provide answers
- Federated search that leverages LLM and
- Generative AI technology
- No-code interface and workbench to configure the search experiences
- Results tuning to offer personalized and contextual results
- Intelligent analytics to learn and tune search experiences

IT Assist

AI-First conversational assistant for IT support

IT Assist is a pre-trained, purpose-built AI-first virtual assistant that acts as a force multiplier for your staff and improves employees' productivity and satisfaction levels. Trained with over 150 IT support use-cases and the ability to customize it to your organization's needs, IT Assist brings faster resolutions to routine problems and saves time and energy for employees and support staff.

Key Features:

- Over 150 built-in IT support workflows
- Inbuilt ticketing system & integrations
- Knowledge AI through structured and unstructured sources
- Intelligent analytics to streamline performance
- Built-in integrations to core enterprise systems

HR Assist

AI-First conversational assistant for HR support

HR Assist is a unified employee engagement virtual assistant that helps you hire, onboard, and engage with your global workforce easily. It is a domain-trained, purpose-built AI-first virtual assistant that acts as a force multiplier for your HR staff and improves employees' experience and satisfaction levels. Trained with over 150 HR-specific use cases, it brings faster resolutions to routine questions and saves time and energy for employees as well as HR staff. It can be easily customized to fit the needs of your organization.

Key Features:

- Intelligent, personalized, contextual assistance
- Employee services management
- Applicant assistance and recruitment module
- Custom multiuser, multilevel workflows
- Intuitive no-code admin interface

AI-First collaborative workspaces for teams

WorkAssist unifies and organizes data assets and empowers contextual collaboration for enterprise teams. Built on the Kore.ai platform, WorkAssist offers a set of features and capabilities that help small to large teams to collaborate seamlessly and be more productive.

Key Features:

- Collaborative spaces for teams
- Data aggregation across applications and data sources
- Cognitive, contextual, and conversational search capability
- Knowledge intelligence through structured and unstructured data
- Conversational assistance for all tasks, queries, and interactions

About Kore.ai

Kore.ai increases the speed of business by optimizing customer, employee, search, and (contact center) agent experiences through intelligent virtual assistants built on its market-leading enterprise conversational AI platform. Companies who prioritize these experiences use Kore.ai no-code Experience Optimization (XO) Platform to raise NPS and lower operational costs. The top four banks, the top three healthcare institutions in the US and over 350+ global 2000 companies have automated billions of interactions using Kore.ai conversational AI solutions.

Recognized by top analysts like Gartner, IDC, Forrester, ISG, Everest as a leader in conversational AI, Kore.ai helps enterprises across all industries deliver extraordinary experiences through its Experience Optimization or 'XO' Platform and AI-First solution stack. Kore.ai defines Experience Optimization as the innovative art and science of leveraging conversational AI native automation and augmentation to optimize customer, employee, and agent experiences across voice and digital channels to deliver extraordinary business outcomes.

Let's Connect