Platform

Unleash the power of Generative AI and Large Language Models (LLMs) with the Kore.ai XO Platform

Transform the way you communicate and interact with your customers and employees with Kore.ai Generative Language Models. The advanced XO Platform leverages the latest breakthroughs in artificial intelligence to enable businesses to automate and streamline their operations while providing personalized and engaging experiences for their customers.

Better Together

Generative Language Models

Conversational AI Platforms

Create intelligent conversational experiences **5X faster with 3X lesser operational efforts.**

When integrated into a Conversational AI Platform, Generative Language Models provide exceptional flexibility, accuracy, and convenience. They enable virtual assistants to engage in more natural conversations, streamline operational efforts, and offer valuable assistance at every stage of development.

- **Be a reviewer than the designer**
- **Quickly build and test prototypes**
- **Deliver more humanized conversations**
- **Empower Agents with contextual information and suggestions**
- **Make your IVAs more resilient by acting on analytics**

Key Features:

Smart Copilot For Intelligent Virtual Assistant Development

Smart suggestions and recommendations to quickly build, train and test IVAs.

Use Case Suggestions	Build sophisticated virtual assistants with smart use case suggestions
Conversation Preview & Auto-dialog Generation	Fast-track your IVA development with XO Platform advanced LLM & Generative AI capabilities
Training Data Suggestions	Speed up the training by 10x by employing the LLM-based suggestions
NLU Test Data Suggestions	Achieve efficient testing through advanced test data suggestions

Dynamic Conversations Based On Generative Language Models

Facilitating natural, human-like conversations by dynamically handling user requests.

Zero-Shot Learning Model	Achieve rapid development by eliminating the training effort
Few-Shot Learning Model	Consistent high performance with only 1/10th of the necessary training
Knowledge AI	Instantly retrieve & summarize answers from multiple documents without prior training
AI-Assisted Adaptive Dialog	Enrich customer interactions with dynamic conversations for human-like experiences
Dynamic Paraphrasing	Generate engaging responses by leveraging the generative AI techniques

Advanced Analytics Powered By Generative Language Models

Intelligent metrics and insights for evaluating the performance of NLU and flows.

Conversation Insights	Enhance the IVA training by uncovering false positives and negatives
Intent Discovery	Develop IVAs from transcripts by processing the historical chat transcripts
Agent Performance And Interaction Insights	Empower customer support agents by suggesting the next-best action, rephrasing messages, and sharing post-call summaries.

Benefits of Generative Language Models

	Faster Time-to-market	With a copilot on your side, accelerate the development
	Personalized Responses	Improve engagement by responding based on customer preferences, history, and behavior
	Complete Flexibility	Address everchanging customer requirements across industries and functions
	Improved Efficiency	Minimize operational efforts and enable employees to act on other critical tasks
	Higher Accuracy	Deliver the best conversational experience by tapping the power of NLP and ML algorithms

Why choose Kore.ai?

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 the Kore.ai Experience Optimization (XO) Platform and technology to automate their business interactions for millions of users worldwide to achieve extraordinary business outcomes.

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

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