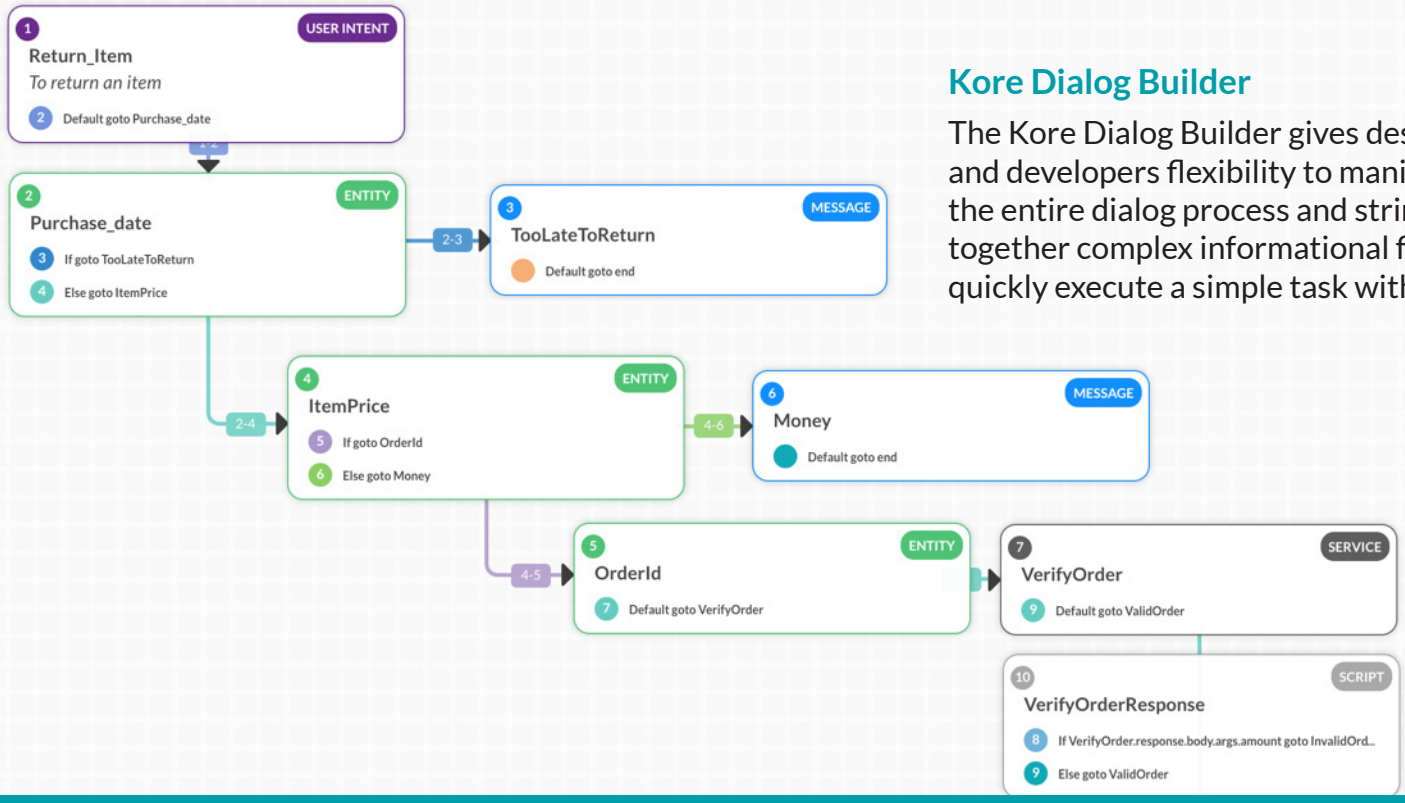
Take Control of the Conversation



Kore Dialog Builder

The Kore Dialog Builder gives designers and developers flexibility to manipulate the entire dialog process and string together complex informational flows or quickly execute a simple task with ease.

Design, customize, and give every dialog its own unique level of complexity.

See a demo

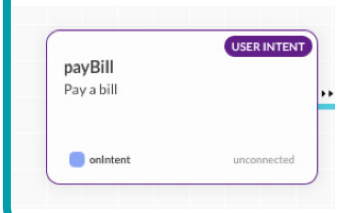
Not your average node

Nodes

The Kore Dialog Builder nodes were designed with the developer in mind and make creating business-logic driven dialogs simple, yet flexible.

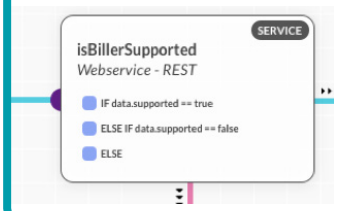
- Steer the conversation in the right direction with multiple node types, including intent nodes, service nodes, message nodes, confirmation nodes, webhook nodes, and JavaScript nodes.
- Code JavaScript nodes based on business logic when access to services via APIs is unavailable.
- Adjust NLP and machine learning settings at the node level.
- Reuse previously developed nodes in current or future dialogs.
- Build IF-ELSE statements directly into nodes with conditional connectors.
- Connect to multiple services in one conversation with detached authorization.
- Customize authentication (for service nodes) with multiple stored mechanisms at the bot level and stored profiles for reuse.

Node Types



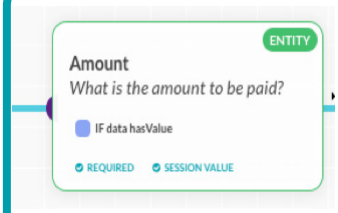
Intent Node

Intent to be identified by the Platform, based on the user utterance. Every dialog will have one root intent and can have multiple sub-intents.



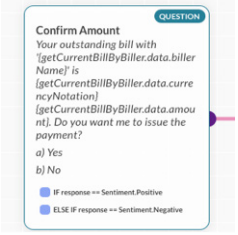
Service Node

Available for adding an API service using the console modeled similar to Postman, or to paste cURL and build the API request.



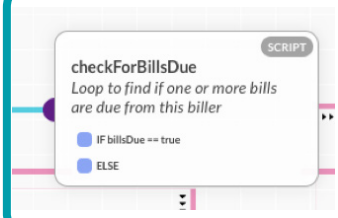
Entity Node

Entity to be identified by the Platform, based on the user utterance. The Platform supports 15+ entity types. The developer can define the prompt message to be shown (this message can be channel-specific).



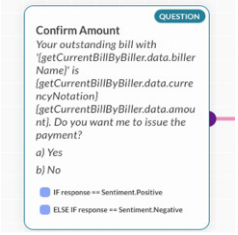
Question Node

Available for including a question that waits for a user response. The question contains options, and the next step in the flow will be based on the user input.



Script Node

Available for custom JavaScript code.



Message Node

Available for delivering a response message to the user. The message can be formatted based on the delivery channel.

Intent

Identifying the intent of a request is critical to successful execution of a task and a positive user experience with a chatbot.

The Kore Dialog Builder is equipped with intent and sub-intent recognition capabilities that let developers build complex flows that can “take a turn” mid-conversation and still return to execute an original request.

- Build dialogs with the conversation in mind and let users ask multiple questions in one request without sacrificing quality execution of the task.
- Allow a chatbot to be “interrupted” by a user asking for a separate request entirely and swiftly return to complete the original request.

Sub-intent

Every dialog task starts with a root intent. Once the Platform identifies the root intent, the conversation flow starts. A dialog can have other associated intents (or sub-intent nodes), such as:

- Intent-only mode (or)
- Run as dialog: run the complete dialog associated with the Intent node to return back to the current dialog.

Pause & Resume

During the dialog flow execution, if a user sends a message that does not relate to the current dialog flow, the Platform will handle this as a separate intent. The current intent will be put on hold and the new intent (dialog/task) will be executed. Once complete, the user is returned to the current dialog and the original context is carried over.

Entities

The Kore Bot Builder entities enable chatbots to capture data in a proactive manner and to execute tasks based on, not only what users say, but also how they behave.

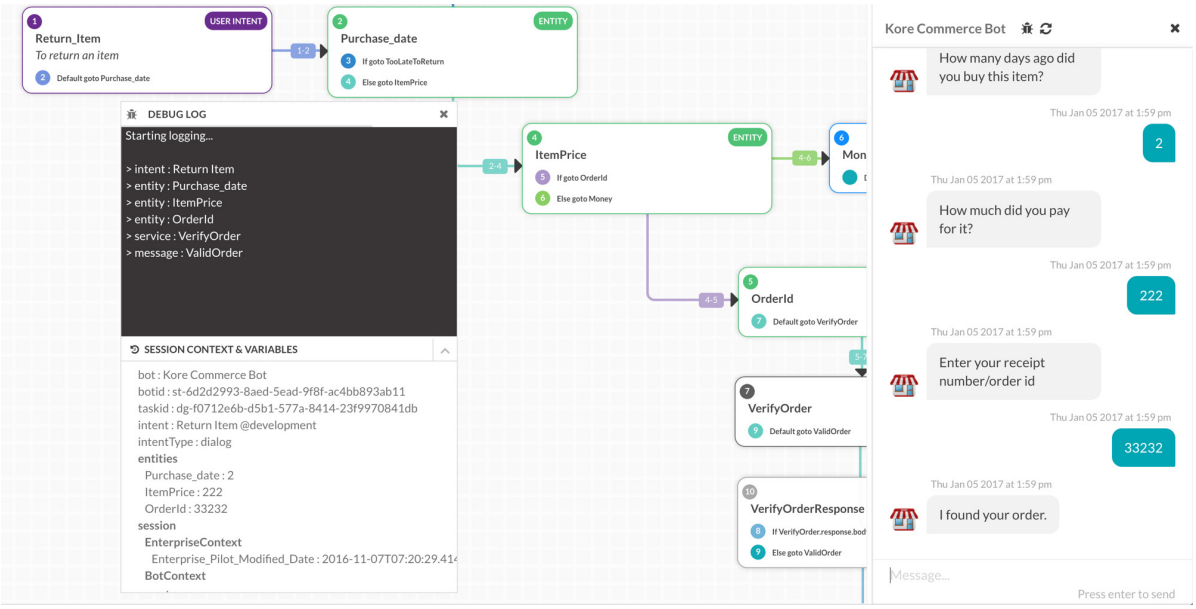
- Drive intelligent bot behavior with short-term and long-term memory of session context and variables.
- Solve for ambiguities based on conversation context (e.g. “How do I get to Subway?” is likely in reference to a restaurant rather than a train, if a user was speaking to a bot about food within the same dialog).
- Define what entities bots remember and what they should forget.
- Reuse previously developed entities in current and future dialogs.
- Present different widgets based on channel (e.g. slider for numbers, date and time picker, range selectors).
- Conditionally change dialog directions based on entity provided (e.g. entity over 10 provided do X, entity under 10, do this).

Debug & Trace

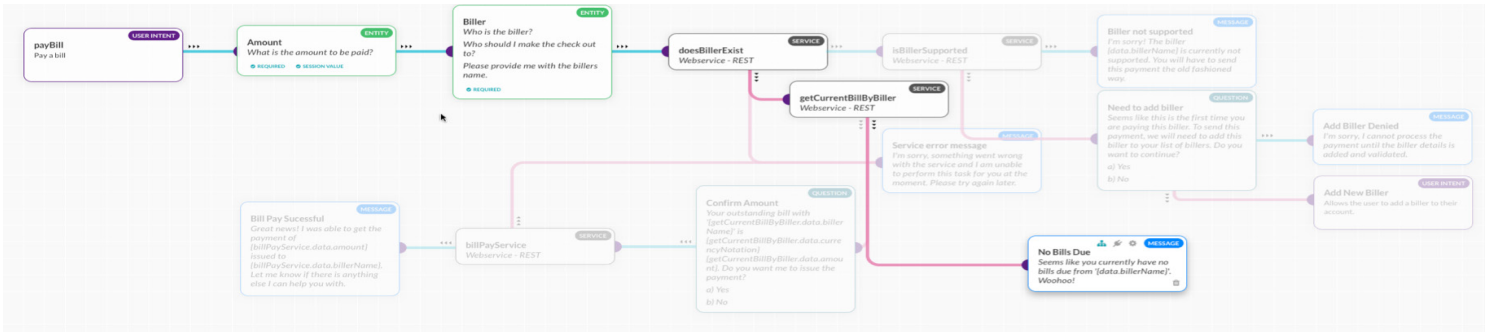
Testing can be done in real-time with debug and trace features accessible at each stage of development.

- Access advanced try and debug capabilities like “view conversation logs” and “dialog node tracking.”
- Run and debug by chatting with the bot in the Builder to view JSON requests and responses.
- View context and session variables captured at every node.
- Track the various paths to a node within the Builder to easily re-trace steps in the flow.

Debug Image



Trace Image



About Kore

Kore's revolutionary platform streamlines business workflows and communications with a single message based interface. With Kore's powerful bots, users can both receive alerts from the systems they use and send information back to those systems from a message. Kore provides robust administrative features and enterprise-grade security to comply with regulatory mandates.

To learn more about how Kore is simplifying the way people work, visit **kore.com**.