The Kore.ai Bots Platform

The only chatbot development platform that's purpose-built to scale with enterprises.

Platform Overview

The Kore.ai Bots Platform is the only chatbot development platform that's purpose-built to scale with enterprises. As organizations' AI and chatbot strategies expand, the Platform helps accommodate any customer or employee use case, any number of users, any cloud or on-prem system, and any security or compliance requirement.

The end-to-end Platform provides all of the components needed to design, build, test, and manage the entire lifecycle of AI-rich, omni-channel chatbots. Organizations can create high-value chatbots that meet enterprise standards in a matter of hours without unnecessary development complexity or expensive resources like hardware, custom development software, or hosting.
Kore.ai also offers flexible options to run the Platform in the cloud or on-premise, and provides tools to make it easy and repeatable for developers to build and scalable for administrators to manage chatbots.

Unlike chatbot frameworks and conversational services, which place the burden of constructing and managing the underlying solution on customers, our end-to-end Platform lets enterprises focus on the "what" - what chatbots to build and what tasks bots should perform - instead of the "how." This means more immediate and measurable business results.

What Chatbots Built on Kore.ai's Platform Can Do

Using the Kore.ai Platform, developers can design five types of interactions, or "tasks", between users, chatbots, systems and Internet-enabled things like sensors:
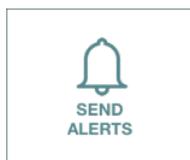
Alerts - Alert tasks deliver timely, relevant, and personalized information from enterprise systems to customers or employees by polling the relevant service. Alerts contain detailed information, such as name, ID, notes, amount, and more, in a variety of formats for each channel. They can be delivered based on schedules and with specific filters.

Actions- Action tasks collect, modify, and post information in systems of record, eliminating repetitive, time-consuming steps or form-based data entry that customers and employees commonly perform. Action tasks can take information from people either as "long-form" requests or through a guided action.

PULL INFORMATION

Information - Information tasks look up data or pull reports and return easy-to-consume results. Users identify the specific parameters or filters for the information delivered, such as quantity of results. The Platform supports multiple formats for the delivery of information including a table, fixed-column table, card layout with group-by, shopping cart layout with actions, and more.

ANSWER QUESTIONS

Knowledge/FAQ - Knowledge tasks take user questions and query structured and unstructured data sources, including FAQ databases, websites, and Word, PDF, and other documents, to find the correct answer. The Platform automatically estimates the probability of the correctness of the match it identifies. This is called confidence. Developers can set confidence thresholds to determine the minimum acceptable level.

POWER DIALOGUES

Dialog - Dialog tasks are advanced tasks that developers design with logic-driven business processes and pre-established business workflows. A dialog task is a graphical representation of the conversation between a user and the bot. A developer designs the conversation as a network of "nodes" or dialog branches that are connected using specified "conditions".

Platform Components
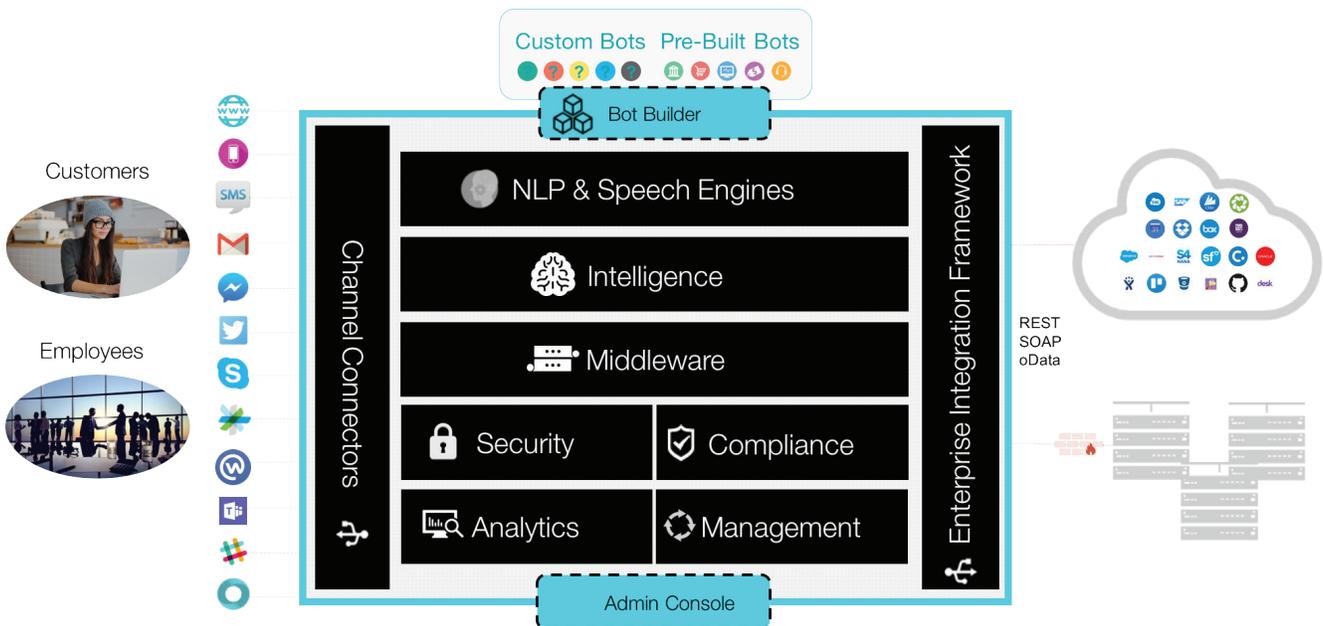
Channel Connectors

The Bots Platform's channel connectors allow enterprises to build and manage omni-channel chatbots at scale. Developers build a chatbot and its underlying tasks once, and only adjust the channel-specific UI elements or the bot's responses as needed. Chatbots also carry the complete history and context of messages and tasks performed from one channel to another.

- Web and Mobile SDK (JavaScript, iOS and Android Java)
- Email
- SMS (Twilio)
- Facebook Messenger and Twitter
- Cisco Spark, Workplace by Facebook, Microsoft Teams, Skype and Slack

Enterprise Integration Framework

The Platform includes a simple yet powerful API-based enterprise integration framework to save developers the time and money associated with writing complex custom glue code and implementing third-party integration suites or enterprise service buses (ESBs) for every chatbot built. It is equipped to accommodate standard and custom integrations to nearly all existing systems.

- API request chaining framework to send or request data from websites and systems
- Supports Web Services, including REST APIs, SOAP APIs, and ODATA APIs
- Trigger-based alerts using Webhooks, RSS and a poll scheduler

Natural Language Processing (NLP) Engines

The Bots Platform includes two NLP engines to power the way chatbots communicate, understand, and respond to user requests. Kore.ai's developed it's own unique, hybrid NLP strategy for optimal outcomes.

- Multiple NLP engines based on Chatscript and Machine Learning (ML)
- Allows for both deterministic and probabilistic approaches to NLP
- Declarative approach to intent and entity recognition
- Transparent scoring of natural language understanding (NLU)
- Ability to re-use NLP model training across other bots

Speech Recognition Engine

The Kore.ai Bots Platform contains a proprietary automated speech recognition (ASR) engine to enable voice-driven communication between people and chatbots outside of traditional text interfaces or messaging applications – including IP Phones, wearables, and other speech-enabled gadgets like Amazon Echo.

- Trained using a robust speech recognition toolkit and deep neural network implementation
- Trainable with custom data for enterprise auditability and compliance control
- Direct and ongoing linkage between chatbot training data and speech engine data

Built-in Intelligence Engine

The Platform includes an engine with broad capabilities for defining a chatbot's intelligence so the bot can hold smarter, helpful, and more human-like conversations. This includes enabling chatbots to understand and remember context, analyze human emotion, and learn from the information gathered during each interaction.
- Multiple forms of context can be defined and maintained by the bot
- Short and long-term memory as designed by the developer
- Supervised and unsupervised learning for NL based on interactions
- Sentiment analysis that can detect 6 emotion types

- Ability to handle and execute multiple intents from one utterance or volley
- Built-in capability to 'pause and resume' intent throughout conversations

Message Middleware

The Platform contains message middleware to create a flawless, real-time conversational experience between between users, chatbots, and enterprise cloud and on-premise systems. The middleware manages the movement and processing of information, including reliably formatting, passing, and securing messages.

- Message Broker processes user inputs from any channel
- Broker standardizes message outputs from diverse programming languages and protocols
- Message Store captures, stores, logs and categorizes message successes and failures
- Protects data with AES-256 encryption at the message level

Security & Compliance

The Kore.ai Platform has multiple security and compliance features to ensure that chatbots can stand up to every enterprise's technology standards. The components allow for customizable and granular control for varied use cases and users.

- AES-256 encryption of data at rest and in transmission
- Customizable SSO and password policy approaches
- Support for basic auth, oauth, or API keys for user authentication
- Cloud Connector gateway to securely connect to on-premise applications
- Compliance tools for data retention, message archiving, eDiscovery, and auditing

Analytics & Management

The Bots Platform provides strong management and analytics capabilities to ensure the same level of visibility and lifecycle control that's possible with other enterprise software. Enterprise Administrators use the Platform's Admin Console to centrally leverage these capabilities.
- Control administrators, users, groups, approved channels, and more
- Full ability to approve, reject and assign enterprise bots based on user and group roles
- Active Directory (AD) and other employee directory integration and sync
- Centralized system of upgrading and minor/major versioning across all channels
- Bot usage analytics around tasks executed, channels, active users, and more

Bot Builder

The Kore.ai Bots Platform includes a simple, web-based Bot Builder tool, with a graphical Dialog Builder, designed to make chatbot development efforts intuitive, consistent, and easily repeatable. The tool provides components for chatbot design, development, natural language training, testing and debugging, and publishing before rollout.

- Simple UI with an initial guided tour, guided help, and inline tips
- Drag and drop conversation builder
- Support for co-development of bots and bot tasks
- Full SDLC support across various Dev, Test, and Production environments
- Component reusability to accelerate development efforts and time-to-market

Additional Platform Capabilities
- Flexible deployment - on premise, cloud, and hybrid deployment options
- Tested to scale up to 20,000 concurrent users
- Support for bot-to-human agent transfer
- Support for attachments and HTML2Image capabilities for report messages
- Pre-built NL model libraries available as part of the platform for reuse
- Domain-specific NL model library available for banking