

# KAI Platform

## A Platform Designed to Empower your Digital Experiences with Conversational AI

Kasisto's, KAI, is the leading digital experience platform for the financial services industry. All of KAI's virtual assistants, KAI Consumer Banking, KAI Business Banking, and KAI Investment Management are built on top of a modern, open and extensible full stack of cutting edge conversational AI technology, designed to simplify the complicated, with the tools, utilities, workflow, and data needed to empower - not just power your digital experiences.

### KAI Outcomes



Experienced by **millions of customers** across the globe daily



**45+ million utterances** analyzed and reinforced for training purposes



**90% of conversations** managed without human intervention

## Build Your Financial Services Conversations. Easier, Faster & Smarter

### Conversation Management System (CMS):

Simplify and control the development of your virtual assistant with KAI's enhanced CMS tool. Customers are able to enrich conversations in by creating, editing and managing intent content. Capabilities Include:

- Developing intent responses that create differentiating personas and are aligned to the banking brand.
- Delivering content that is tailored to the banking customer and associated segment
- Leveraging in house expertise to update responses based on changing business needs.
- Creating responses that promote banking products and services, and help generate revenue.

### Enriched Conversational API and Front End Support Tools:

KAI provides customers access to the tools that our developers and data scientists use to build award winning applications. KAI's capability to support UX elements like charts and videos, keep our banking customers ahead of the curve.

### Enhanced Self-Service & Customer Experience Capabilities:

KAI's advanced machine learning capabilities allow for customers to easily build, design and configure simple to complex, data-driven intents and user experiences; using in-house expertise. Capabilities include:

#### INTENT BUILDER & INTENT CATEGORIZATION

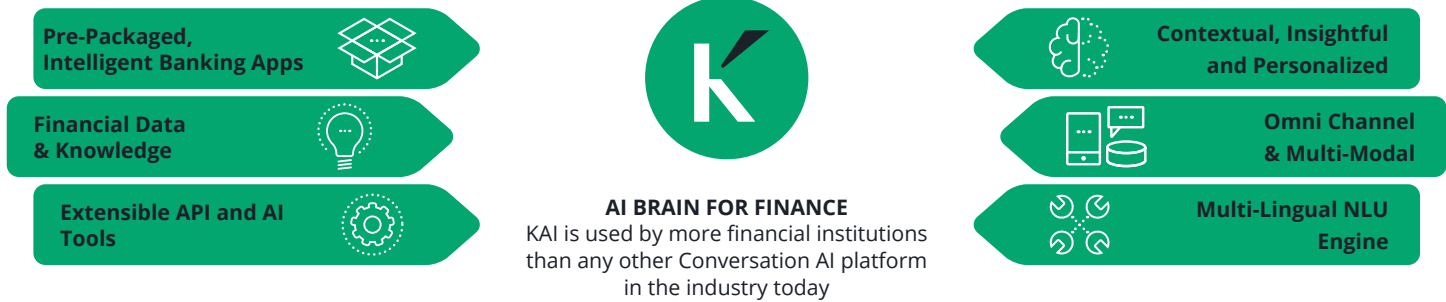
Quickly build new intents, without the need for heavy data science investment, while providing in-house staff the ability to modify and enhance existing intents.

#### INTENT PUBLISHING

Have full control of the intent publishing process, with easy access to version control, on-demand audit trails, and quality assurance "maker and checker" workflows that ensures the appropriate experience is being deployed to the right banking customer.

#### AUTO INTENT DISCOVERY

Automatically identify new Intents that should be added to the virtual assistant, or add new training data to existing Intents, thereby reducing manual work significantly while automating the task of extending conversational coverage.



## KAI has everything you need to customize, automate, and scale your conversational experiences:

### NATURAL LANGUAGE UNDERSTANDING & GENERATION

KAI brings the latest research in NLU into production. KAI is continuously learning through the industry's largest conversational dataset and is tuned on millions of domain utterances.

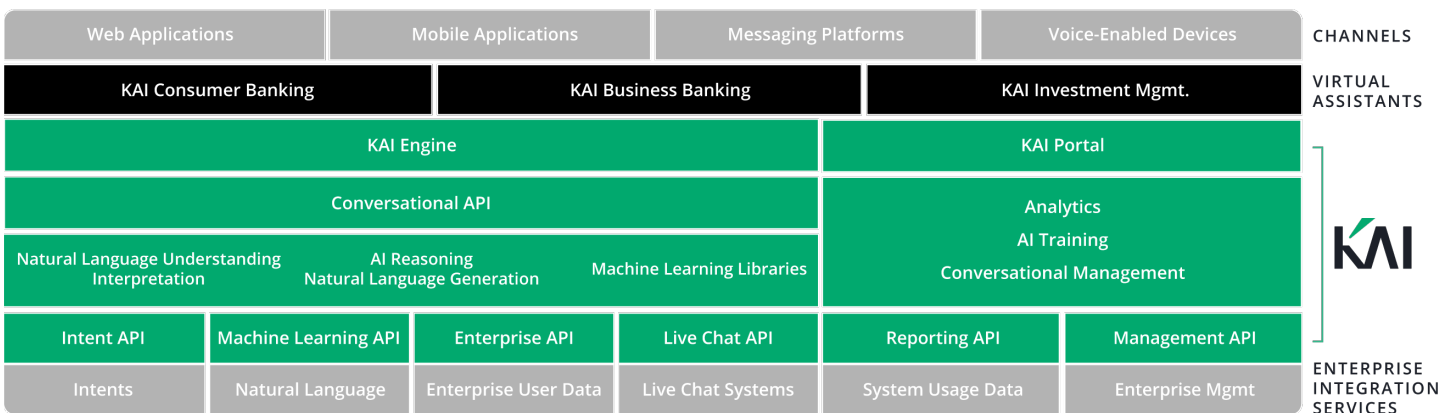
### AI REASONER & AI INTERPRETER

KAI navigates the complexities of a natural conversation by being able to decipher the customer's questions and goals, offers follow up questions and effectively manages the conversation.

### FLEXIBLE DEPLOYMENT OPTIONS (SINGLE OR MULTI-TENANT)

KAI's platform deployment capabilities offer customers and partners the hosting choices that meet their technical and business needs. From using KAI within a full cloud environment, to hosting on premises, or a bit of both through hybrid deployments, KAI is flexible.

For customers and partners who need to support their banking users in a single tenant deployment, KAI is ready, and for others who want to leverage the full economic efficiency of KAI, multi tenancy deployment is fully supported.



## Who's Choosing KAI



## About Kasisto

KAI is the leading digital experience platform for the financial services industry. Kasisto's customers include DBS Bank, J.P. Morgan, Emirates NBD, Standard Chartered, Absa, TD Bank, and Manulife Bank among others. They chose KAI for its proven track record to drive business results while improving customer experiences. The platform is engaging with millions of consumers around the world, all the time, across multiple channels, in different languages, and is optimized for performance, scalability, security, and compliance. KAI is built with the deepest Conversational AI portfolio in the industry.