

Make your Interactive Voice Routing Solution Intelligent, with **KAI Unify**

Banking customers are demanding self-service capabilities and banks are vying to be digital leaders, but they must find a cost-efficient way to make it happen, while improving customer engagement and satisfaction.

With KAI you can unify the power of Conversational AI with your legacy voice response solution.

THE CHALLENGE

Legacy self-service solutions like call routing and IVR continue to frustrate banking customers and increase the banks overall support and operational costs.

THE OPPORTUNITY

Kasisto's KAI Unify offers a seamless conversational plugin that is easily integrated into a financial institutions ecosystem of existing IVR and call routing solutions, and is designed to modernize an outdated IVR experience with the power of conversational AI.



Designed to **coexist** with existing systems



Extends and enhances your service



Cuts costs



Drives **digital self-service** capabilities customers want

The result; a modernized call routing experience that goes from being interactive to finally; intelligent, and surprises and delights your customers with every conversational interaction.

That's the power of KAI Unify.

Benefits of KAI Unify

REDUCE



Call Waiting Time

IMPROVE



Customer Experience

CREATE AN INTELLIGENT CONNECTION



Between your IVR and Digital Assistant

KAI Unify doesn't replace your IVR system but is designed to assist customers in the journey of transitioning to a digital platform without the need for an expensive lift or shift within your contact center ecosystem.

Through the use of conversational AI, customers are conversationally assisted and seamlessly transitioned to your digital experiences, like an intelligent digital assistant - all within the framework of your existing IVR solution.

Packaging & Pricing

| FEATURES | KAI Digital IVR Channel Plugin |
|--|-------------------------------------|
| Platform hosted on KaaS (Kasisto as a Service) | ✓ |
| Deploy KAI in IVR | ✓ |
| Conversation Management System (CMS) Access | ✓ |
| Access KAI Analytics/Reporting | ✓ |
| Portal Access to Customize Intent Access | ✓ |
| Committed Service Level Agreements (SLAs) | ✓ |
| Conversation history retention | ✓ |
| SaaS Support | ✓ |
| IVR charges | Contact your account representative |
| Subscription Term | Annual Auto Renewal |
| Active User Fees | None! |

Who's Choosing Kasisto



About Kasisto

Founded in 2013, Kasisto enables financial institutions to service, engage and acquire customers via human-like, intelligent conversations – anytime, anywhere. Kasisto's digital experience platform platform, KAI, powers omni-channel digital assistants & chatbots who are fluent in banking across mobile apps, websites, messaging platforms, & voice-enabled devices. Contact us to learn more, sales@kasisto.com