

# KAI Platform

## Making Profound Interactions an Essential Piece of Your Digital Experience

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, & KAI Investment Management are built on top of an open & extensible full stack of cutting-edge Conversation AI technology, providing the tools & data you need to deploy in weeks.

### Business Outcomes



18 million users in 8 countries



25 +million of utterance analyzed/  
used for training purposes



90% of conversations managed  
without human intervention

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

### Enhanced Self-Service

Kasisto customers are now able to easily build, design & configure complex, data-driven intents & manage their financially intelligent virtual assistants using their own in-house data science, & engineering expertise.

### Enriched Conversational API & Front-end Support Tools:

KAI provides customers access to the tools that our developers & data scientists use to build award winning applications. KAI's capability to support new UX elements like charts & videos, keeping our banking customers ahead of the curve, providing profound interactions with their customers.

### Conversation Management System (CMS)

With KAI's enhanced CMS tool, clients are able to enrich conversations with the ability to create, edit & manage intents & conversations to design highly differentiated customer experiences.

### These capabilities allow customers to:

- Leverage the power of the Kasisto KAI Platform to design & deploy conversations.
- Business users can easily build & deploy intents quickly without the need of data scientists & engineers.
- Commit fewer resources to fine-tune performance; focus on new experiences instead.

## KAI Has Everything You Need to Customize, Maintain & Grow Your Conversational Experiences.

### NATURAL LANGUAGE UNDERSTANDING & GENERATION

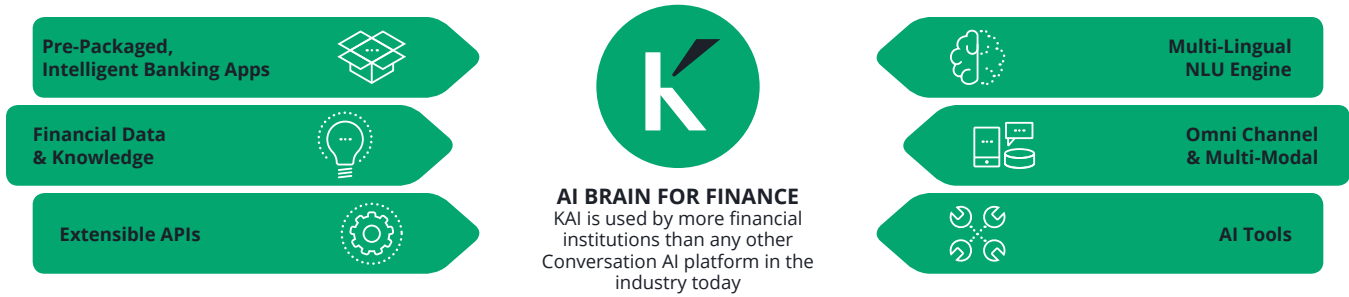
KAI brings the latest research in NLU into production. KAI is continuously learning through the industry's largest conversational dataset & is tuned on over 25 million domain utterances.

### AI REASONER & AI INTERPRETER

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

### HIGHEST STANDARDS OF SECURITY & PRIVACY

KAI's patented technology is able to instantly incorporate authentication security protocols based on conversations in real-time while strictly reinforcing banking security policies.



## Why KAI Is Smarter, Deploys Faster, & Delivers Real Business Value Quicker Than Any Other Platform in the Market

### SINGLE AI BRAIN, FLUENT IN THE LANGUAGE OF FINANCE

KAI powers financially smart virtual assistants across all channels & keeps the conversation if customers move from one channel to the next channels. KAI is optimized for performance, scalability, security & compliance.

### POWERFUL TOOLS TO CUSTOMIZE, TRACK & IMPROVE

The KAI Portal comes with self-service tools, like our Intent Builder & Intent Categorization, that allow you to rapidly build intents & responses to design more complex conversations while measuring performance, track KPI's, & identify ways to increase engagement.

### FINE TUNE PERFORMANCE

The KAI Engine allows you to conduct a deeper analysis of the machine learning model by using Intent Model Performance & Slot Model Performance features. Gain a greater understanding of customer conversations through data-driven insights & how to improve & build new experiences with our Annotation Service. With annotations & active learning, KAI is able to not only improve existing functionality but discover & publish new skills.

### MODERN ARCHITECTURE & AGILE DEVELOPMENT ENVIRONMENT

No coding required. KAI Platform includes easy-to-integrate API & SDKs, allowing you to design, build, test, & deploy in weeks rather than months.

### RICHER INDUSTRY DATA

KAI comes with the data needed to start having financially smart conversations with your customers on day one. Access to robust training data sets that enable you to build your NLU model present an extraordinary opportunity to provide a relevant & intelligent experience to your users. Uncover valuable insights that result in the ability to continuously advance & improve your virtual assistant while collecting valuable business intelligence.

## 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, Mastercard, Standard Chartered, & TD 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 customers around the world, all the time, across multiple channels, in different languages, & is optimized for performance, scalability, security, & compliance. KAI is built with the deepest Conversational AI portfolio in the industry. Contact us to learn more, [sales@kasisto.com](mailto:sales@kasisto.com)