

aws marketplace

Kore.ai

Reviews, tips, and advice from real users



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Contents

- Product Recap..... 3 - 4
- Valuable Features..... 5 - 10
- Other Solutions Considered..... 11 - 12
- ROI..... 13
- Use Case..... 14 - 16
- Setup..... 17
- Other Advice..... 18 - 20
- Trends..... 21 - 22
- About PeerSpot..... 23 - 24

Product Recap



Kore.ai

Kore.ai Recap

Kore.ai provides advanced tools like Agent Desktop and Agent Co-pilot, designed to handle vast data volumes and improve efficiency. The platform integrates seamlessly with APIs and channels, supports multi-language capabilities, and offers real-time testing.

Kore.ai offers robust solutions for sectors like healthcare and aviation, enabling efficient ML model configuration and generative AI chatbot development. While there's room for improvement in language detection and scalability, particularly with Azure, Kore.ai excels in integrating with Microsoft ASR, TTS, Cloud Anthropic, and OpenAI, enhancing performance in industries such as insurance and healthcare. Users see potential in extending capabilities with advanced models like Claude or Anthropic. The post-implementation support could improve to match competitor offerings, and more comprehensive documentation is needed.

What are the key features of Kore.ai?

- Agent Desktop: Streamlines customer interactions and reduces handle time
- Agent Co-pilot: Assists agents with data handling and task efficiency
- Advanced API Integration: Ensures seamless connectivity across platforms
- Real-time Interactive Testing: Facilitates immediate testing and feedback
- Low-code Configurator: Simplifies chatbot development and ML configuration

What benefits should users look for?

- Operational Efficiency: Improved task handling and reduced costs
- Scalability: Well-suited for diverse applications, though needs enhancement on Azure
- Language Support: Global reach with multilingual features
- Improved Customer Satisfaction: Enhanced interaction quality and faster resolutions

Kore.ai finds applications in banking, aviation, and automotive, facilitating real-time transactions, ticket booking, and customer feedback measurement. It is instrumental in creating AI chatbots for HR and customer services. Industries such as insurance and healthcare benefit from its capabilities in policy tracking and implementation, leveraging integrations with Microsoft ASR, TTS services, and OpenAI for superior chatbot functionality.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “Because of Kore.ai, it was much easier than creating something manually, and when that platform has this much capability, it provides far more value than manual development.”



Judin Augustin

Associate Data Scientist at Guide House

- ✓ “The positive impacts we have seen include expected reductions in average handle time, which is typically around 40 to 50 percent for any BFSI industry use case.”



WaqasAmin

Senior Solutions Consultant at a tech services company with 501-1,000 employees

- ✓ “Kore.ai offers multiple support and services, including API integration, webhook integration, and multiple channels, making it easy to design your own layout, integrate with multiple channels and webhooks, deploy quickly, and track any errors that occur, so it is a good way to start and easy to learn.”



SumitSingh2

Senior Software Engineer at a tech services company with 10,001+ employees

- ✔ “It impacted my organization by helping us move into being AI-native, and it helped a lot to show other clients that we have worked in AI.”



Farheen Mulla

Software Engineer at a tech vendor with 1,001-5,000 employees

What users had to say about valuable features:

“The best feature I have worked on is widget creation. I went through the entire chatbot workflow to create it, so I have a good understanding of that part. I appreciate the process of adding tags and fetching data by creating a dashboard.

“For the admin side, they will get an audit that shows who logged in—legacy or Guidewire users—and what modifications they made. This helps them by seeing that dashboard rather than viewing each policy individually.

“It impacted my organization by helping us move into being AI-native. Our organization is proving themselves that they are AI-native, and it helped a lot to show other clients that we have worked in AI..”

Farheen Mulla

Software Engineer at a tech vendor with 1,001-5,000 employees

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“Kore.ai offers multiple support and services, including API integration, webhook integration, and multiple channels. These features allow you to integrate and use them very easily, and the documentation provided is excellent so you can reference it.

The most valuable features in my day-to-day work are API integration and channel integration. I have mostly used the web channels.

Kore.ai has impacted my organization positively by providing substantial support related to design and implementation. You can build your own logic and implement it using languages, such as Node. It provides a positive approach where you can design and implement your requirements.

Since using Kore.ai, I have seen multiple improvements. I have used multiple platforms, including LivePerson and LUIS, and Kore.ai provides considerable support for implementation. You can design your own layout very easily, integrate that, and easily integrate with multiple channels and webhooks. It is easy to deploy, and it can track any errors that occur, making it a good way to start with and easy to learn..”

SumitSingh2

Senior Software Engineer at a tech services company with 10,001+ employees

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“Kore.ai is a low-code platform, and you do not necessarily have to be an expert in artificial intelligence or generative AI to use this platform. However, if you have that experience, it will be a valuable add-on. The main advantage is that it has almost every kind of plugin available to use, whether for live agents or if you want to use it as a call center. You have real-time capabilities and the most useful plugins available, with almost every kind of model available with configurations. We can configure the ML models and train them. The platform is very user-friendly with explanatory features and a great UI.

“One significant feature is the live testing platform with Kore.ai. When you are creating a workflow, you have an interactive, real-time testing platform that reflects every change you make. This makes it easy to debug errors or add new features. Additionally, Kore.ai has many different tools and platforms that cater to different needs, whether for a call center, normal workflow, or machine learning workflow, which is really useful.

“Because of Kore.ai, it was much easier than creating something manually. A low-code platform always helps, and when that platform has this much capability, it provides far more value than manual development. It was particularly helpful for our team that we could create a POC and get that project into production. Kore.ai helped our team build a generative AI outbound calling chatbot, and it truly helped our customers.

“If you have a hospital with a thousand employees in a call center, you might consider outsourcing. However, with Kore.ai's outbound calling capabilities, you can eliminate the outsourcing part. You do not need a thousand call center employees. You can accomplish this through automation with just one or two employees if people need to switch to agents. This represented a significant cost reduction..”

Judin Augustin

Associate Data Scientist at Guide House

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“My favorite feature that Kore.ai offers is their Agent Desktop. If you are integrating Kore.ai with a contact center solution as an integrated solution, Kore.ai also provides a standalone solution. You can perform both types of deployment, and their Agent Desktop, Agent Assist, and Agent Co-pilot features are very exciting in terms of how they can pull in knowledge. They have their own knowledge libraries that can facilitate your agents when calls are routed from an AI agent to a human agent.

The Agent Desktop and Agent Co-pilot become especially useful for my team when you have a large volume of knowledge to traverse through as a human agent. With Agent Co-pilot and Agent Assist inside the platform, the information from the knowledge base becomes easy for you to access. Based on customer intents during calls or chats, Kore.ai Agent Assist can detect the intents quite efficiently and bring out the best knowledge articles from the knowledge libraries to present to you as an agent. The system does most of the work that an agent has to do in finding knowledge and searching for it in real-time. We have improved the average handle time significantly with the use of Agent Co-pilot.

Another exciting feature is the industry vertical-based bots that have already been tried and tested by Kore.ai. I don't believe any other vendor offers this with specific bots for the healthcare industry, aviation, BFSI, automobile, and insurance. They have predefined use cases already plugged in, so you don't have to start from scratch. Predefined templates inside the libraries can be reused and built upon for your bots.

Kore.ai has positively impacted our organization by helping us roll out the platform in one of our Middle Eastern markets first, where Arabic language was a challenge. We addressed those challenges through our own local native Arabic speaking personnel and then moved to the European market, where there is significant language diversity. The more exposure Kore.ai received with us, the same kind of efficiency we achieved when switching from one language to another. We have built a team of 30 plus agents who are conversation designers, AI engineers, AI implementation engineers, and Kore.ai experts on the platform. Organizationally, we have progressed considerably with Kore.ai.

The positive impacts we have seen include expected reductions in average handle time, which is typically around 40 to 50 percent for any BFSI industry use case. In automobile and aviation, the AHT reduction comes at a cost because the calls are longer. We track parameters such as AHT, customer experience, and CSAT. For example, how the bot engages with the customer, carefully takes the intents from the client, and then responds back to them reflects these metrics. We see KPIs related to average handle time and agent reduction playing a significant role as we are the biggest BPO provider..”

WaqasAmin

Senior Solutions Consultant at a tech services company with 501-1,000 employees

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Other Solutions Considered

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SumitSingh2

Senior Software Engineer at a tech services company with 10,001+ employees

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“Previously, we have partnered with Cognigy and have our own in-house solutions, including Unify apps. While other vendors have their positives and negatives, we prefer Kore.ai due to our strategic partnership with them, making it our go-to solution in the market. We worked with Cognigy previously, which is now acquired by Nice, and we specifically compared Kore.ai with Cognigy..”

WaqasAmin

Senior Solutions Consultant at a tech services company with 501-1,000 employees

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ROI

Real user quotes about their ROI:

“Definitely, we consider the digital transformation journeys for customers, taking into account that investment costs are typically higher in the first two years for implementing technology, identifying use cases, and mapping them. Once up and running, the benefits of AI come into play. The results we see are agent reductions of 15 to 20 percent in multiple cases, lower telephonic costs due to SIP provisioning, and improved customer experiences with voice bots, chatbots, and reduced call times..”

WaqasAmin

Senior Solutions Consultant at a tech services company with 501-1,000 employees

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Use Case


“My main use case for Kore.ai is to design chatbots for customers in the aviation domain.

I have developed one chatbot where we take reviews from customers, specifically customer satisfaction reviews from the airlines domain. Customers use our airlines and we measure the satisfaction rate from our services. We have developed the chatbot to review customer feedback.

I have used Kore.ai in multiple ways. I have developed a chatbot designed for HR, allowing HR to provide all information related to company policies and company information. Employees can ask about leave and company policies. New users can also get information about the company. We have developed an HR chatbot..”

SumitSingh2

Senior Software Engineer at a tech services company with 10,001+ employees

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“I used Kore.ai to make dashboards, widget creation, and I tagged some columns. I wanted to create dashboards to get all the details for policy, specifically to understand who are the legacy policy users and who are the Guidewire policy users.

“The widget in our system was for the policy product. In that product, users were not able to see on a page how many users logged in today, whether a legacy person or Guidewire user logged in, or what changes or modifications they made. I created dashboard widgets so that legacy users and Guidewire users could track the changes they made in their policies.

“I used Kore.ai for this purpose. Before that, I migrated from Kore.ai 10 to 11. I trained the model by adding utterances as training data and achieved almost 97% accuracy. After that, I started working on widget creation..”

Farheen Mulla

Software Engineer at a tech vendor with 1,001-5,000 employees

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“My main use cases for Kore.ai include a diversity spanning from banking and the BFSI sector, to the travel market including aviation, and applications on the automobile side. Kore.ai has created sub-products for different industry verticals, which provides good use cases in terms of banking.

A specific example of a use case in banking is where a client needs to perform real-time transactions from one account to another. I can call using Kore.ai, and as a consumer, I can transact an amount of dollars from one account to send to any beneficiary that is already added into my account. On the aviation side, we have done use cases with Riyadh Air, which is a new airline in the Middle East focused entirely on guest experience. Customers can call Riyadh Air help assistance to book a ticket, schedule a trip, or select seats at certain airports.

I want to add the use of AI technology and the ASR and TTS services that we use as part of my main use cases. The performance of the bot becomes more dependent on what kind of external services or external LLM sources are being used. We are currently using Microsoft ASR and TTS services in most of the bots that we have deployed with Kore.ai, and Kore.ai has their inherent native Microsoft speech services enabled as well. Therefore, Kore.ai is more efficient when it comes to Microsoft ASR and TTS speech services. They have their own LLM, but based on our experience, we have used Cloud Anthropic most often and have also used OpenAI, which works very well with Kore.ai..”

WaqasAmin

Senior Solutions Consultant at a tech services company with 501-1,000 employees

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Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

“New users can easily get started with Kore.ai by using it from the marketplace, as there are multiple marketplace applications that we have already designed and implemented..”

SumitSingh2

Senior Software Engineer at a tech services company with 10,001+ employees

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Other Advice

“Really refine your use case, gather your requirements, and talk with the team to confirm if that is something possible before proceeding. I rated this solution an 8 out of 10..”

Judin Augustin

Associate Data Scientist at Guide House

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“For the process of adding tags and fetching data for dashboards on the admin side, admins will get an audit that shows who logged in—legacy or Guidewire users—and what modifications they made. This will help them by seeing that dashboard rather than viewing each policy individually.

“I give a nine for the customer support. I will recommend Kore.ai to others. If anyone is looking for tools similar to Kore.ai, I will definitely recommend it. I will recommend it to someone if they are having issues or problems with other tools. I definitely want to explore more of this product. I gave this review a rating of seven..”

Farheen Mulla

Software Engineer at a tech vendor with 1,001-5,000 employees

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“I would advise that Kore.ai is very useful for developing and designing chatbots for any related field, as things automate very easily using the channel integration and API calling.

I find the documentation and resources provided by Kore.ai to be very useful. I have used them extensively, and they are very helpful, with proper examples and good clarification.

I receive updates or new features from Kore.ai in my email since we have connected with Kore.ai directly. Each time, I receive an email, and I go to my platform to update it there.

The community support or user forums for Kore.ai are very useful. Sometimes, when I face an issue, I go to the forum to ask a question, and they answer very easily and respond in a short timeframe.

I rate this review a 7.5 out of 10..”

SumitSingh2

Senior Software Engineer at a tech services company with 10,001+ employees

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“Teleperformance is an exceptional reseller from Kore's side, and we have a great partnership with them. We are direct vendors and resellers of Kore.ai as a direct vendor. For our public cloud deployments, we use AWS most often. We deploy Kore.ai using multiple configurations, mostly public cloud in AWS Frankfurt, Microsoft Azure in UAE, and we also have one on-premises deployment for one of the leading banks in the Middle East, so it is a blend of all. From the perspective of post-implementation support, Kore.ai can improve significantly because I have seen it lagging in their industry vertical. Other vendors are quite effective at providing post-sales support, and that is an area where Kore.ai can gain market traction through improvements. Another exciting feature is the industry vertical-based bots that have already been tried and tested by Kore.ai. I don't believe any other vendor offers this with specific bots for the healthcare industry, aviation, BFSI, automobile, and insurance. They have predefined use cases already plugged in, so you don't have to start from scratch. Predefined templates inside the libraries can be reused and built upon for your bots. I rate this review overall as a seven..”

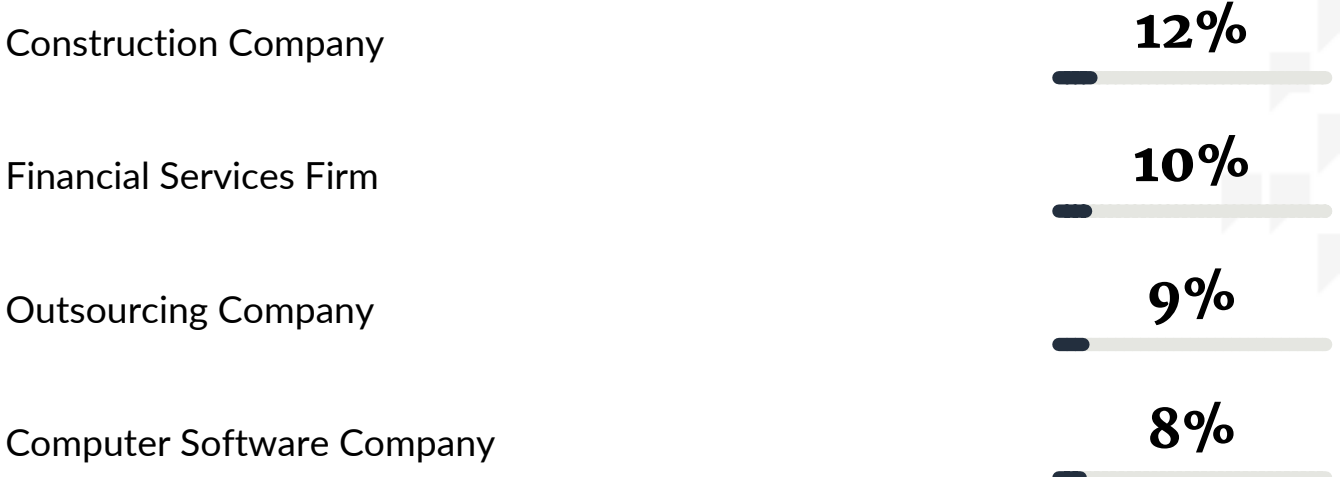
WaqasAmin

Senior Solutions Consultant at a tech services company with 501-1,000 employees

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Top Industries

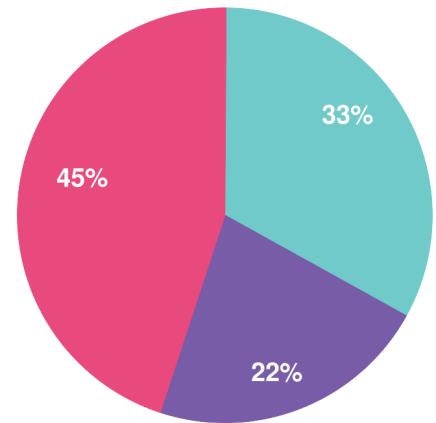
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Company Size

by reviewers

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Large Enterprise Midsized Enterprise Small Business

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