

aws marketplace

Kore.ai

Reviews, tips, and advice from real users



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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 best feature of Kore.ai is that it is a cost-saving tool because when we use IVR, we have to assign agents at the backend, but using Kore.ai, we can automate all of those functions.”



Shubham Das

Software Engineer at a consultancy with 10,001+ employees

- ✓ “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 has positively impacted my organization by helping us build intelligent chatbots and incorporating voice agents, enabling various clients to adopt these solutions, which have been revolutionary for their businesses.”



Anurodh Dharmawat

Assistant Consultant at Tata Consultancy

- ✔ “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

- ✔ “Kore.ai has positively impacted my organization by being a big money saver because before having our chatbot, the use case was that every time some of our customers needed help, they used to call a number.”



Verified user

Conversational AI Developer at a tech vendor with 10,001+ employees

- ✔ “Kore.ai has positively impacted my organization because we are implementors, and I would say that approximately 80% of our income comes from developed projects with Kore.ai.”



Pablo Lugo

CINO at Bee Concept

What users had to say about valuable features:

“The best feature Kore.ai offers, in my experience, is the AI assistant, which allows me to query user details in any way so that it gets fed into the system effectively. The AI feature in Kore.ai stands out for me because it is particularly useful in a specific chatbot context; for simpler cases, querying and getting details is fine, but for complex tasks where a user feeds data into the system in any format, AI is very helpful in retrieving and inputting those details. Compared to other tools, Kore.ai provides a well-organized chatbot experience that others do not offer..”

Verified user

Test Analyst at a tech vendor with 10,001+ employees

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“Some of the best features in Kore.ai include that it is a low-code, no-code tool. I have seen a lot of low-code tools that don't give anyone any room to work with if they have a custom use case or something they don't support. Kore.ai is different in that way; even though it is a low-code platform, we can still write our code if we want and override whatever they are trying to do, in case it is ever needed. Apart from that, their Web SDK and BotKit support is very good, as they have all the functionalities, packages, and everything up to date and available for us to use. Also, they have a lot of in-built integrations for live agent connections. So if you want to connect with Salesforce, Genesys, Live Help Now, Telephony, or any of these kinds of back-end services, including ServiceNow, they just have an integration built-in, so you do not need to write it from scratch. But apart from that, they also give the ability to write it from scratch through a custom BotKit if you don't want to go with their features or if something is missing..”

Verified user

Conversational AI Developer at a tech vendor with 10,001+ employees

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“The best features Kore.ai offers in my experience are that the user interface is very easy to use, the performance is excellent, and everything runs very smoothly.

“When I say the interface of Kore.ai is easy to use, I mean the tools and everything are very useful and intuitive. When I mention performance, I mean the platform does not lag at all, and its response time is also good.

“Kore.ai has impacted my organization positively because most companies are switching their IVR systems to chatbot systems, making Kore.ai a truly good platform for chatbot development.

“The best feature of Kore.ai is that it is a cost-saving tool. For example, when we use IVR, we have to assign agents at the backend, but using Kore.ai, we can automate all of those functions..”

Shubham Das

Software Engineer at a consultancy with 10,001+ employees

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“I think the best features about Kore.ai are how easy it is for a developer to use. For example, the drag-and-drop dialog builder is exceptional. Also, NLU and intent testing are also good.

“When comparing it to other software, I think it is easy for a developer to build the agents, which helps significantly reduce time-to-market while keeping the architecture clean.

“In terms of integration and flexibility, Kore.ai provides a significant advantage that makes it highly adaptable for complex enterprise environments. For example, API and back-end integration, authentication handling, and data mapping, etc. Also, multi-channel deployment flexibility is a feature as it is an omni-channel agent.

“Kore.ai helps in operational efficiency and faster time-to-market, which is development velocity. Although it has had its cons, such as the platform being buggy and support not being that great..”

Verified user

Senior Consultant at a tech vendor with 10,001+ employees

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“The best features Kore.ai offers include a really low-code solution. If you are not an expert in building agents, it is going to be easy for you to understand how it works and start deploying solutions. It is not a highly specialized platform and is more focused on resolving or giving value in a short time to develop something that could start to give you results. I think that is one of the most important things about Kore.ai. The other one is that it is an agnostic platform, so you can integrate all types of different LLMs in one single app, allowing you to work with your budget. This is something that right now with the agentic solution is really important to understand and handle.

“The low-code aspect helped my team because you do not have to be an expert technician or an expert in the field to understand how to build an agentic solution. If you know your business, you can start to build something really nice with Kore.ai.

“Regarding agnostic integration, Kore.ai lets you use different LLMs together in one app, which is important because imagine that you need to perform several activities such as receiving documents, analyzing those documents, and then preparing an email or handling a lot of data to understand a statement. You are going to need different types of LLM models. For example, if you are going to communicate straightforwardly to your customer, you are not going to need a really big and complex LLM. Maybe something mini or flash will help you move forward. But when you are going to analyze a complete statement and you want to give the right answer to your customer, you are going to need bigger models. The good thing about Kore.ai is that it allows you to have integration with commercial models, open-source models, or you can host it internally in their platform. Having that capacity, you are going to be able to push forward and develop a solution without any hassle..”

Pablo Lugo

CINO at Bee Concept

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“Kore.ai positively impacted our organization through integration with Power BI for reporting, such as user numbers and automation. We observed how it integrated with our data analyst side, allowing us to automate reports. Kore.ai's main benefit was identifying the chatbot's potential to integrate into our processes and help us land more projects in the future. Although our industry has not extensively adopted it yet, it provided a clear pitch of how it could enhance operations, helping users navigate without relying on outdated documentation, providing summaries, and interactive queries.

Kore.ai was straightforward once we got to know it. Since it was new technology for us at the time, it took some learning because our team of four did not have any experience initially with Kore.ai. We only had experience with Microsoft Copilot chatbot or something similar. The first time we experienced this, it was great because the interface was drag and drop, and we could review the documentation. There was a learning curve, but it took us about a week to get started, and then we proceeded to create systems that read insurance policies using Kore.ai's AI system. By the second week, we were also recommending to our customers how they would approach their existing or non-existing insurance policies. Kore.ai helped us integrate a lot through documentation and trial and error, making it straightforward to integrate overall, resulting in a very good experience for first-timers.

Something that stood out to me was Kore.ai helping us integrate many other applications. The bot builder showed a similar feature with API integrations, proving we are not limited to interacting solely within the application. We can use API calls during development, integrating our API with OpenAI ChatGPT LLM. For example, we utilized a post request to send data to Power BI and sent emails to test the user experience for the chatbot's logs. There is much we can do with API definitions, allowing us to define several APIs that process information for us. I enjoy developing with Kore.ai because it enables integration with many tools.

We did extra investigation on Kore.ai's bot builder. One standout feature includes digital forms, digital views, and the task definition. We created around six tasks, including reading the document itself, which is straightforward. The dialogue

tasks can be called from the APIs from the bot's interface. We refined tasks such as recommending travel insurance by diving into them with an intuitive drag and drop interface that provides excellent visibility into the flow. We also tried knowledge AI, which is beneficial for answering user queries although it was not the main focus of our project. We leveraged many features of Kore.ai, including natural language processing, and even though we ended up using an external API, it has good integration potential, especially with generative AI and LLMs facilitating various integrations.

Another feature I found valuable was the deployment channels we used, such as the web client. We integrated it directly into a website, which was significant help. We plugged in the URL and HTML code, managing domain access through whitelisting. It worked exceptionally well, and I was impressed by how easy it was to integrate the chatbot into our services. I have high expectations if we integrate it into platforms such as Telegram or Instagram, and I genuinely enjoyed setting up the web and mobile client..”

Verified user

Software Developer at a tech vendor with 10,001+ employees

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Other Solutions Considered

“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..”

SumitSingh2

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

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“Before Kore.ai, we used InteliX, which was one of the vendor products we explored but switched to Kore.ai due to its superior connectors and more affordable licensing compared to InteliX. Additionally, the user experience in Kore.ai is much more user-friendly, unlike the complex user interface of InteliX..”

Verified user

Principal Solution Architect In Ai Space at a manufacturing company with 10,001+ employees

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“We did not evaluate any other options besides IntelliX, but we also tried Copilot. Unfortunately, Copilot did not deliver good accuracy during the proof of concept, and its licensing costs were higher than those of Kore.ai, which is why we ultimately chose Kore.ai..”

Verified user

Principal Solution Architect In Ai Space at a manufacturing company with 10,001+ employees

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“Previously, most companies were using the IVR platform, but nowadays, they are switching to chatbot systems, which is why I switched.

“Before choosing Kore.ai, I did not use any chatbot development system..”

Shubham Das

Software Engineer at a consultancy with 10,001+ employees

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“Before choosing Kore.ai, I know they evaluated other options, but that happened before I joined the team, so I was not part of those conversations. I know they considered Google's solution, which I forgot the name of, and also Yellow.ai and Google Dialogflow, but ultimately they went with Kore.ai..”

Verified user

Conversational AI D eveloper at a tech vendor with 10,001+ employees

[Read full review](#) 

“Before choosing Kore.ai, we used Microsoft Copilot's chatbot, a virtual agent, among other options such as Azure AI Studio, as we have Microsoft integrations. We wanted to explore Kore.ai due to its intuitive use, clean interface, and great integration potential. After presenting Kore.ai, our higher-ups were pleased and are exploring integration, as we faced few issues with Microsoft's Copilot agents, but their lack of AI-interactive responses did not meet our needs, making Kore.ai a significant upgrade..”

Verified user

Software Developer at a tech vendor with 10,001+ employees

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ROI

Real user quotes about their ROI:

“Kore.ai has positively impacted my organization because we are implementors, and I would say that approximately 80% of our income comes from developed projects with Kore.ai. We are Platinum partners of theirs, and we have many banks, financial institutions, and big retail companies, as well as innovative FinTech companies that are using this solution right now and having really good results..”

Pablo Lugo

CINO at Bee Concept

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“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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“I have seen a return on investment with Kore.ai, as it definitely has saved time. We previously only had a helpline where one agent could only attend to one customer at a time. But now, because it is chat, one agent can handle up to three or four chat sessions at the same time for different employees. That is certainly an improvement. Additionally, our chatbot solves a lot of users' problems on its own, meaning it doesn't even necessitate a live agent or person sometimes. This represents a direct time saving for agents to focus on more complex issues..”

Verified user

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Conversational AI Developer at a tech vendor with 10,001+ employees

“I have seen a positive return on investment in terms of time saved and fewer employees required, as the bots enable 24/7 support without continually having to deploy human agents.

“We have experienced significant results such as saving time and money by reducing the number of necessary human agents, as the intelligent bots created with Kore.ai operate 24/7 and allow users to bypass the limits of human availability..”

Anurodh Dharmawat

[Read full review](#) 

Assistant Consultant at Tata Consultancy

Use Case

“My main use case for Kore.ai is customer support automation, where I have been using it to fetch customer details and to add or update customer details. For example, I receive a call from a customer requesting his current details that are present in the system, and if the customer provides his phone number, I can retrieve that information efficiently. Using Kore.ai, I initiate the task through the chatbot, and then based on the response, I can proceed with the needed actions..”

Verified user

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Test Analyst at a tech vendor with 10,001+ employees

“I develop chatbots using Kore.ai.

“I developed a travel assistant using Kore.ai that books tickets, cancels tickets, or modifies journeys.

“I also integrate API data in Kore.ai so that it can fetch data from the API and display it directly to users..”

Shubham Das

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Software Engineer at a consultancy with 10,001+ employees

“My main use case for Kore.ai is developing and deploying enterprise-grade AI agents and chatbots, which includes designing conversational flow, setting up intent testing, and evaluating LLMs that can integrate to automate customer interaction and streamline internal support workflows.

“One specific example involved developing a demo virtual assistant designed to optimize internal support workflows and customer interaction testing. A key part of our workflow was evaluating how well different LLMs integrated with the platform and also rigorous intent testing implemented in that..”

Verified user

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Senior Consultant at a tech vendor with 10,001+ employees

“We created a chatbot using Kore.ai that integrates the AI services it allows. For the travel insurance system, I created a chatbot where we read insurance policies using our AI system that we integrated into it, or we recommend insurance options. This serves as a user interface where people can type their questions to the chatbot, such as their age, income, or the type of insurance they want, including travel, car, or health insurance. The main focus we explored was reading insurance policies and providing AI suggestions on what users can do with these insurance policies. It simplifies how people read insurance policies by allowing them to upload it to our chatbot, and Kore.ai processes it in such a way that it prompts questions such as "Give me a question that would define how much money you can get from your insurance when you get into an accident or about life insurance." It tells users which part of the document pertains to how much they can receive and other factors. Users can also summarize the document as a whole, including the provider, details, and other specialized features that Kore.ai offers for insurance options..”

Verified user

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Software Developer at a tech vendor with 10,001+ employees

“Our main use case for Kore.ai is developing four chatbots which are used to serve customers relating to various tax products. We had different tax products in our organization, and our purpose was to provide customers with FAQ answers, obtain their bank details, retrieve their other product details, assist if they would like to order something, connect them to an agent, and answer any kind of query that they have regarding their products or anything tax-related.

One of the main chatbots I built for a co-system tax product allows users to come in and filter based on which product they are using. They can get information about their locators. If they have filed a tax and received some kind of rejection, they can get their information on that. We also had different kinds of forms which the user could fill and submit their information to the back-end team to act on it. Apart from that, they could also connect to a live agent to get any queries sorted which were not handled through the chat agent. We also had a case creation feature that creates a case at the back-end for someone in our team to look into..”

Verified user

Conversational AI Developer at a tech vendor with 10,001+ employees

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“My main use case for Kore.ai at the beginning was automations for machine learning, but right now they are implementing agentic solutions, and they are doing it really well. Other companies have some small issues, but in broad terms, the most common use case is to automate the entire customer attention process of contact centers in several companies.

“For banks, we use Kore.ai to automate the entire customer attention process, such as giving access to statements, providing balance information, activating credit cards, blocking cards, locating branches, and developing transactions. When the bot has no capability to solve a question, it can escalate and move to a human agent with the contact center solution. This normally gives banks the capacity to reduce between 30 to 45% of the traffic that would normally go to human agents. With this capability, they can lower the volume of human agents and focus those people on selling or other areas to be more productive for the bank.

“Kore.ai has many other use cases, but I believe that is the most important..”

Pablo Lugo

CINO at Bee Concept

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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

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

“It is really easy to upgrade your company and put it into the new era of agentic attention in a short time. Normally, the time it takes us to deliver a solution is between two and a half and five months, which is normally what we have taken to move forward and develop a full solution for an end customer..”

Pablo Lugo

[Read full review](#) 

CINO at Bee Concept

“Kore.ai's bot builder is hosted on its own self-service SaaS platform. It is not dependent on any public cloud provider; we navigate inside the bot builder and deploy using their software, which handles all user interface matters. To deploy the bot on the web client, we went directly to the Deploy tab, configured our whitelisting for the website, and it functioned perfectly without needing to privatize our infrastructure..”

Verified user

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Software Developer at a tech vendor with 10,001+ employees

“My experience with pricing, setup cost, and licensing has been good. Although I was not directly involved in the pricing discussions, the setup costs and licensing were straightforward, and we received excellent support from the Kore.ai product team. Their training sessions were effective, and we also achieved certifications through mini-projects alongside the training, making the transition and onboarding process quite smooth..”

Verified user

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Principal Solution Architect In Ai Space at a manufacturing company with 10,001+ employees

Customer Service and Support

“Customer support has been very responsive, providing assistance promptly during development and learning phases, making their help invaluable when challenges arise..”

Anurodh Dharmawat

Assistant Consultant at Tata Consultancy

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“I think the customer support needs to improve, as it is inadequate right now. They do not resolve issues quickly and they do not forward it to senior engineers. Rather, basic support is provided..”

Verified user

Senior Consultant at a tech vendor with 10,001+ employees

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“Customer support is okay, I guess. We get what we want from them whenever there is an issue or something. But sometimes when we had issues, it was delayed a lot. We had to reach out to their support team, and while they tried to suggest solutions, they didn't always work. Eventually, after a few calls, they involved some engineers who could actually fix our issues. Sometimes it was bad, but I can say around 60 to 70 percent of the time, it was good. We got the support we needed..”

Verified user

Conversational AI Developer at a tech vendor with 10,001+ employees

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Other Advice

“My advice to others looking into using Kore.ai is that if you are looking for chatbot solutions that are easily configurable by drag and drop and you are ready with your business scenario, then you can easily use Kore.ai to configure your chatbot effortlessly. I rate this product an 8 out of 10..”

Verified user

Test Analyst at a tech vendor with 10,001+ employees

[Read full review](#) 

“This setup is not currently part of our production, so I can only relay feedback from our higher-ups regarding Kore.ai's potential to replace Microsoft's agents. They are looking into integration possibilities, so while I do not have specific numbers, the general sentiment is positive, suggesting substantial future investment.

My advice for potential Kore.ai users is to thoroughly read the documentation and follow tutorials while exploring the environment. It is an excellent tool for integrating chatbots into systems and has an intuitive interface that is easy to navigate, boasting high potential for usage in larger companies. I would rate this product an eight out of ten..”

Verified user

Software Developer at a tech vendor with 10,001+ employees

[Read full review](#) 

“Kore.ai has impressive features, such as effective connectors and a very good user

interface. It is a no-code platform where drag-and-drop functionality is sufficient to build logic without needing to write code. It is easy to deploy agents and much more scalable than other tools I have explored so far.

“My advice for others considering Kore.ai is that it is really easy to use for beginners. People will quickly learn how to use it and deploy their own use cases. Kore.ai is a good product, and I would rate it an eight out of ten..”

Verified user

Principal Solution Architect In Ai Space at a manufacturing company with 10,001+ employees

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“The advice I would give to others looking into using Kore.ai is to look forward to having a really nice implementor, for example, someone like us. Because the solution is really easy, but to understand all the different scopes and all the different features that you can use takes time. My recommendation is to be in touch with partners like us in order to maximize your efficiency in a short time. Normally, the implementation is not going to cost you so much money, so it is something that if you look at it, it is going to be more of a benefit than trying to do it directly by yourself at the beginning. After you have a first release and you understand how the whole process works, it is going to be easier for the company to take hands on that and maintain and develop new products by themselves. I give this product a rating of 9 out of 10..”

Pablo Lugo

CINO at Bee Concept

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“I think there is a reduction in fallback rates. By fine-tuning hybrid NLU, the bot's ability to correctly understand user intent has increased significantly. I think it led

to an approximate thirty to forty percent reduction in unhandled fallbacks.

“I think people should focus on hybrid NLUs and not just use any large LLMs for everything. You can use a standard visual builder for important transactions to keep them accurate. Save the LLM features for unexpected questions or conversational fallbacks, and also prepare for the learning curve, as the platform is easy to learn for basic setups but hard for advanced coding.

“My overall review rating for Kore.ai is six out of ten..”

Verified user

Senior Consultant at a tech vendor with 10,001+ employees

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“One of the unique or unexpected things regarding our main use case for Kore.ai is that I have seen a lot of our teams just use the basic default template that they have. But because our company had a design system, we had to rewrite the whole Web SDK code and design it according to ourselves.

Apart from that, we also had to make a lot of changes in the back end to support a live agent because our live agent handles up to 20,000 to 30,000 users on a daily basis. We had to increase capacity and ensure everything was worthwhile so it did not fail while users are currently there, especially during the tax season.

My basic advice for others considering Kore.ai is that they are adding a lot of new features. They have integrated agentic nodes, switched to the XO 11 platform, and introduced GenAI features. It is beneficial to look into these developments and keep up with whatever is happening. Don't get stuck in old ways of making bots. They are introducing a lot of new features; some are good, some are not, but eventually, everyone should try those features and move towards the new agentic platform. I would rate this solution a 7 out of 10..”

Verified user

Conversational AI Developer at a tech vendor with 10,001+ employees

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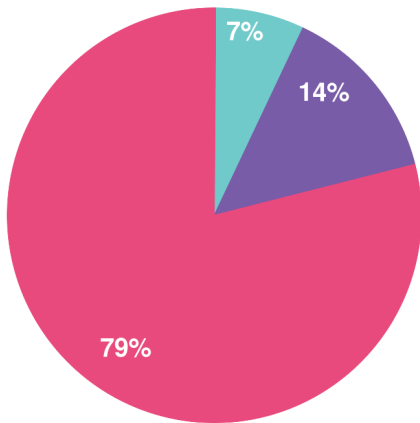
8%

Manufacturing Company

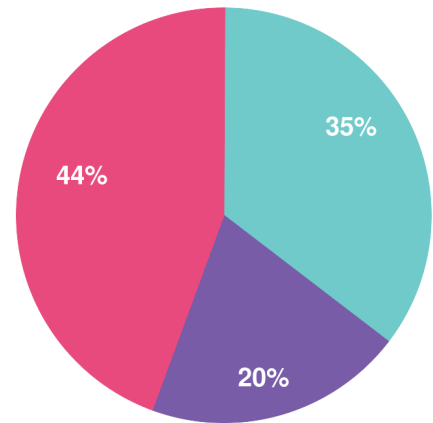
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Company Size

by reviewers



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