

Conversational AI. Demystified.

**Good business strives for customer satisfaction.
Great businesses target customer delight!**

With Conversational AI, make Customer Service 24x7x 365 and standardized. Reduce customer effort by bringing the combination of immediate response and constant connectivity. Let our intelligent bots help

Reducing Customer Effort is seen as a great lever to improve Customer Adoption and Loyalty. The combination of immediate response and constant connectivity makes bots a great choice for assisting customers. Bots' ability to interact with the customers in a natural manner with continuous learning and adaptive abilities is an exciting prospect for Enterprises to enhance Customer Experience at reduced costs.

With KANINI's Conversational AI Platform, meet your customers where they are and upgrade the digital customer experience with real-time customer engagement technology that will help you build revenue, drive satisfaction and retention, and lower servicing costs. We ensure Digital transformation to support your customers and strengthen your bottom line. KANINI Conversational AI helps our customers to achieve the following business outcomes








Platform Features

Our Intelligent Bot Platform ensures Consumer Delight through Omni-Channel communication be it text or voice, prediction of consumer Intent with use of data and predictive analytics to gauge sentiment, anticipate consumer intents, and personalization of the experience for greater meaning and profit.

With unique blends of Artificial Intelligence, Deep Learning Modules and Natural Language Processing (NLP) capabilities KANINI Conversational AI Bot platform provides the following

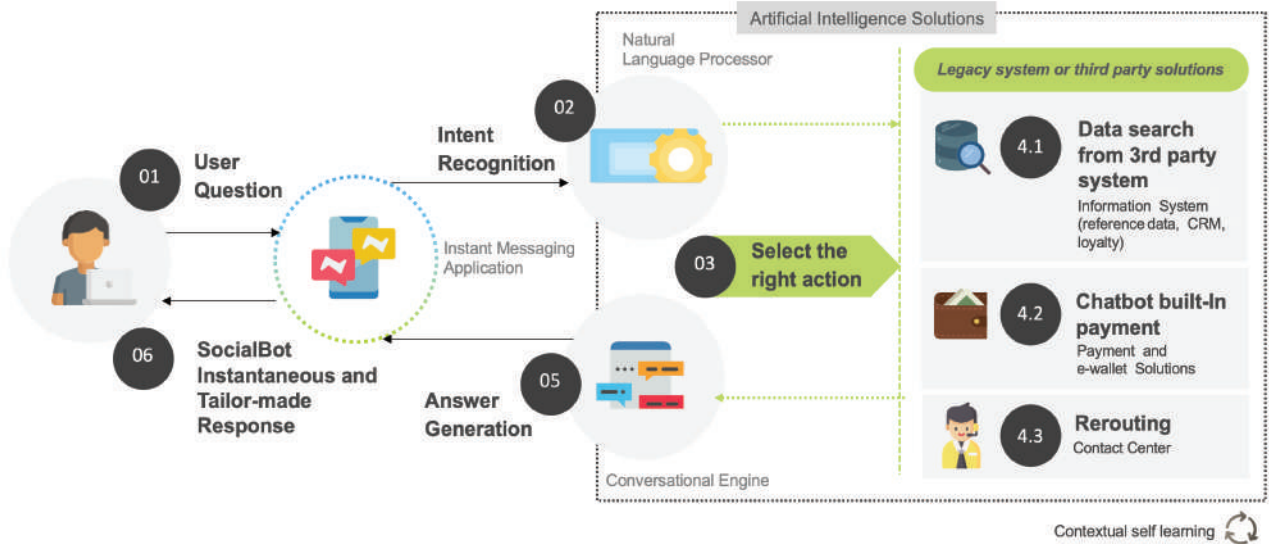
Bot Platform for Voice and Chats	Create & Configure your business flows over KANINI Conversational AI Platform to provide best in class Customer Experience
ASR Engine (Speech-to-Text) and Text-To-Speech (TTS)	Speech-To-Text feature to interact with bot using your voice. TTS will provide a neural voice experience to your bot for interaction with user over chat & call
Bot Analytics	Real time Analytics monitors user sentiments during chat and call allowing the Bot to respond to a user query accordingly and hand-off the conversation to an agent if needed
Contact CenterAutomation	Allows 24x7 capabilities for the contact center allowing users to interact with human like machines with deep cognitive capabilities
Document Search Solution	Allows to provide the most relevant response out of the data file that is available, directly highlighting the user context basis on intent of user query. This allows organizations to put their compliance documents, Policies document, etc. on chat and users can get information via chatbot anytime
Omni-Chanel Integrations	KANINI's Conversational AI Platform provides you seamless integration with major of following Social Channels and provides Smart Messaging via WhatsApp, Facebook Messenger, WeChat, SMS, Email, Twitter, Instagram and many more channels
Bot Training	Bots are not meant to be one-time installations. They require constant monitoring and training to improve the quality and performance. Bot Training Module will help to analyze user-inquiries and train the bot as per scenario
Live Agent Transfer	With blend of AI/ML based bots and Humans, KANINI's Conversational AI Platform allows Live Agent Transfer feature when users ask for it or upon unsatisfied resolution of inquiries

Use Cases by Industry

Banking 	Insurance 	Healthcare 	Telecom 	Retail 
Application for new accounts, loans, credit cards etc.	New Policy Quotations	Provider Appointment Scheduling	Activation and Onboarding	Personalized Offers and Order Completion based on web behavior
Banking Services (Balance, last few transactions, Credit Card limit)	Premium Payment, Statements	HIPAA Compliance Validations	Billing Inquiries	Track Status of Orders, change of address etc
KYC Collection	Claims Filing& Status	Routine Care Management	Value Added Services	Rewards and Giftcard Inquiries
Offers	Account & Policy Management	IVR Bill Payments	Account Management	Returns, Replacements & Refunds
Block/ unblock cards	KYC Collection	Proactive Patient Outreach	Schedule Technician Visits	Seller Customer Services

KANINI Conversational AI Platform Workflow

KANINI's Conversational AI Platform can be deployed On-Premise or over Cloud (AWS or Azure).



Conversational AI Platform –First approach will help you significantly improve Customer Experience”

Data Security

KANINI Conversational AI Platform follows stringent guidelines for security and compliance, including industry best practices. From personally identifiable customer information to proprietary business data, we put a premium on protection. We embed security, resiliency, and redundancy not only into our platform, but into the very fabric of our organization. Plus, everything we do is backed by rigorous security standards and practices. The below table lists the security controls that we have for our platform

System-level mutual TLS authentication and cryptographic node identity	Application level isolation	Secure Bot Messaging
Enterprise Access to Encryption Keys	Checkpoints based upon policy-driven rule	Platform allows you to redact any personally identifiable information (PII) and sensitive personal information (SPI)
Data folder encryption using AES 256-bit encryption	ISO 27001 certified Facilities	Platform API Requests are validated and CORS is enabled to allow only Platform URL as origin for accessibility

Training Our Systems to Match Human Response



Full Stack of integrated AI technologies

KANINI CONVERSATIONAL AI Platform is a unified technology suite providing Automatic Speech Recognition (ASR), Natural Language Processing (NLP), Dialog Management, and Voice Analytics. It handles Omni Channel conversations on any channel — voice, text, chat or social.



Industry Knowledge captured in Templates

KANINI CONVERSATIONAL AI Contact Center Platform is flexible, modular and scalable, powering a new generation of intelligent and personalized applications. KANINI IVA can understand the caller's intent, improving the success rate of self-service interactions and solving the majority of your customer's requests via self-service, so your customers spend less time waiting on hold and more time using your products.



State of the ART AI

Our Data Science experts in deep neural networks brings our technology at par with Human conversations. Trained on telephony audio to improve speech recognition accuracy and fidelity for your contact center interactions and Voice analytics.

How Can We Improve Your Customer Experience?



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