

Delivering Enterprise AI Responsibly and at Scale

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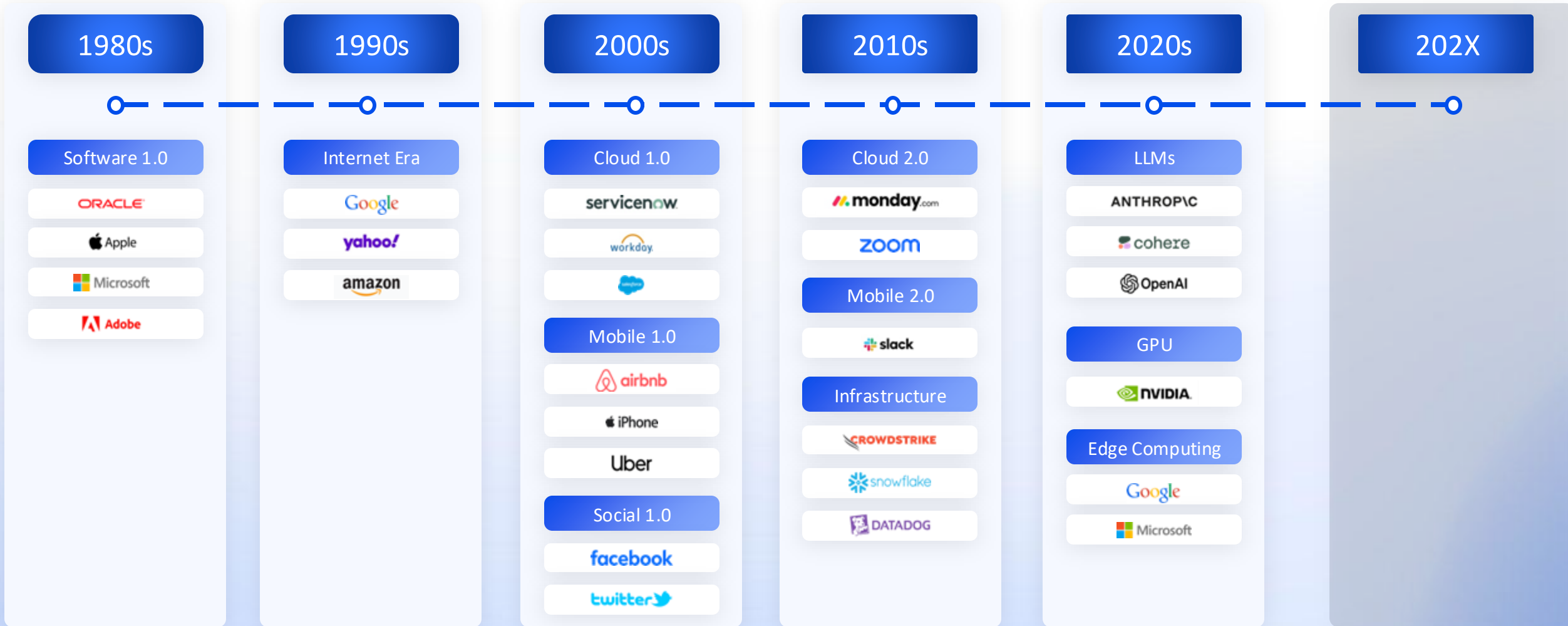
Kore.ai

Delivering Enterprise AI Responsibility and at Scale

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Presented by
Raj Koneru, CEO and Founder

Four decades of software development created the foundation for AI



Recent innovations are having a meaningful impact on customer and digital experience

1990s – 2000s

2010s – 2020s

2020s – BEYOND

Outsourcing

Proven efficiency and cost saving potential when utilizing an **outsourcing model**

IN HOUSE
\$1.20

per call minute

OUTSOURCING
\$0.25

per call minute



Workforce Optimization

Improved employee performance and customer support while reducing operational costs with **WFM tools**

10%-20%

REDUCTION IN LABOR COSTS

\$0.2-\$0.23 per call minute

using Workforce Management software in contact centers



AI-Driven Digital Ex

Levering AI to automate tasks, personalize interactions and improve response times

\$0.06-\$0.12

per call minute

leveraging GenAI voicebot, IVR and NLU



Positioned well to continue leading the rapidly evolving, growing AI market

Proven Leading AI Player

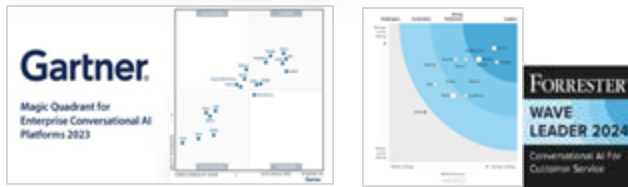
\$66BN

TAM growing at **20% CAGR** to **\$300BN** in 10 years - Gartner

\$1BN

Proven Customer cost reduction - ROI

Recognized Leader



Deep Customer Base

Financial Services



Healthcare



Telco, Media, Comms



Consumer



Experienced Leadership

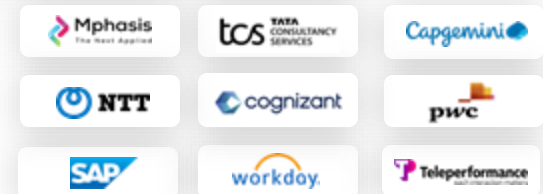
MGMT

Management team led by successful founder

Board

Highly experienced board with industry experts

Global Partner Network



Serving Enterprises Globally

AI-first Technology Company	5,000 Sessions per Second	10+ Years of Experience	37 Countries Serving Clients	130+ Languages	One Global Team
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Financial Services

Retail | Wealth | Insurance

Healthcare

Providers | Life Sciences

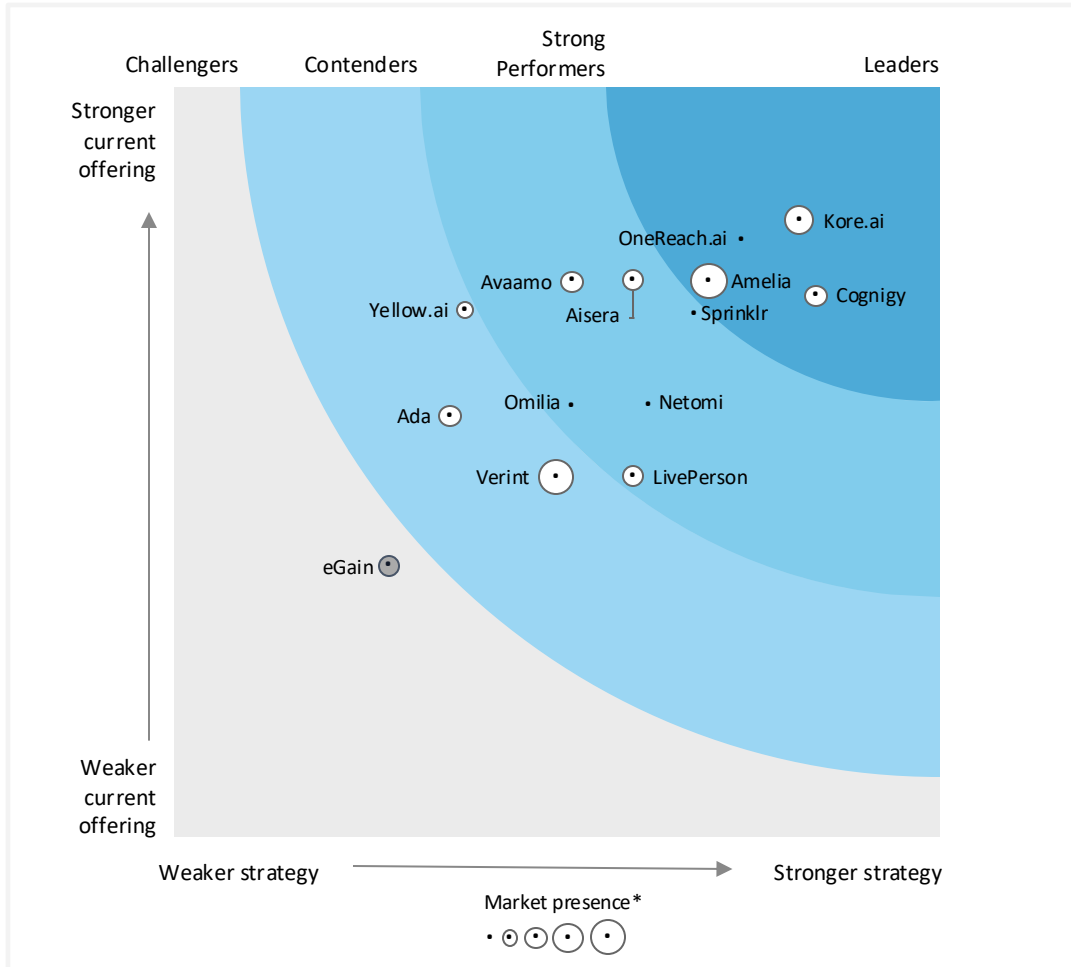
Telco, Media & Communications

Consumer Goods And Services

B2B Goods and Services

Analyst recognition as a leader since 2022

Named Leader in Forrester Wave 2024



Named Leader in Gartner MQ - 2022, 2023



It's Time to Generate Value from AI

Generative AI will transform the enterprise

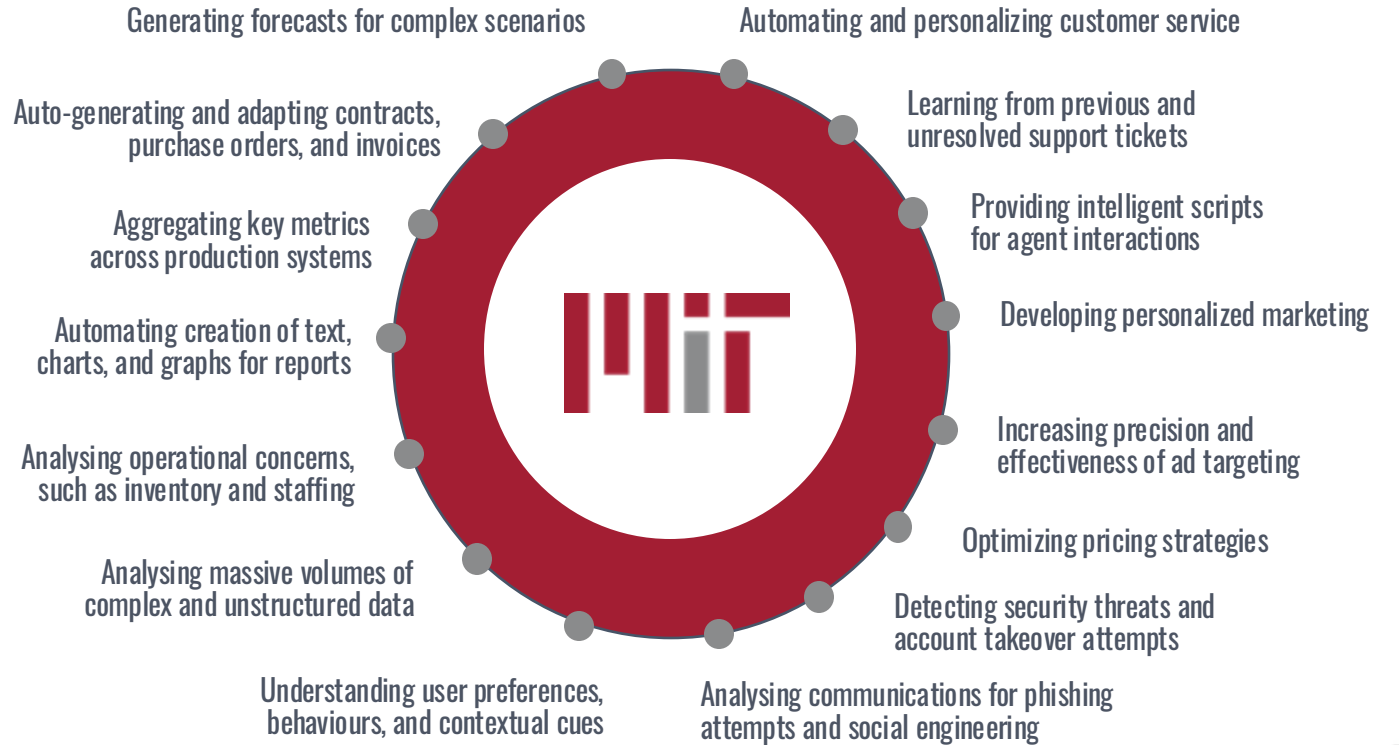
The Opportunities

Make individuals more productive

Enable accelerated, valuable growth

Change interaction with technology

Create innovative end-user tools

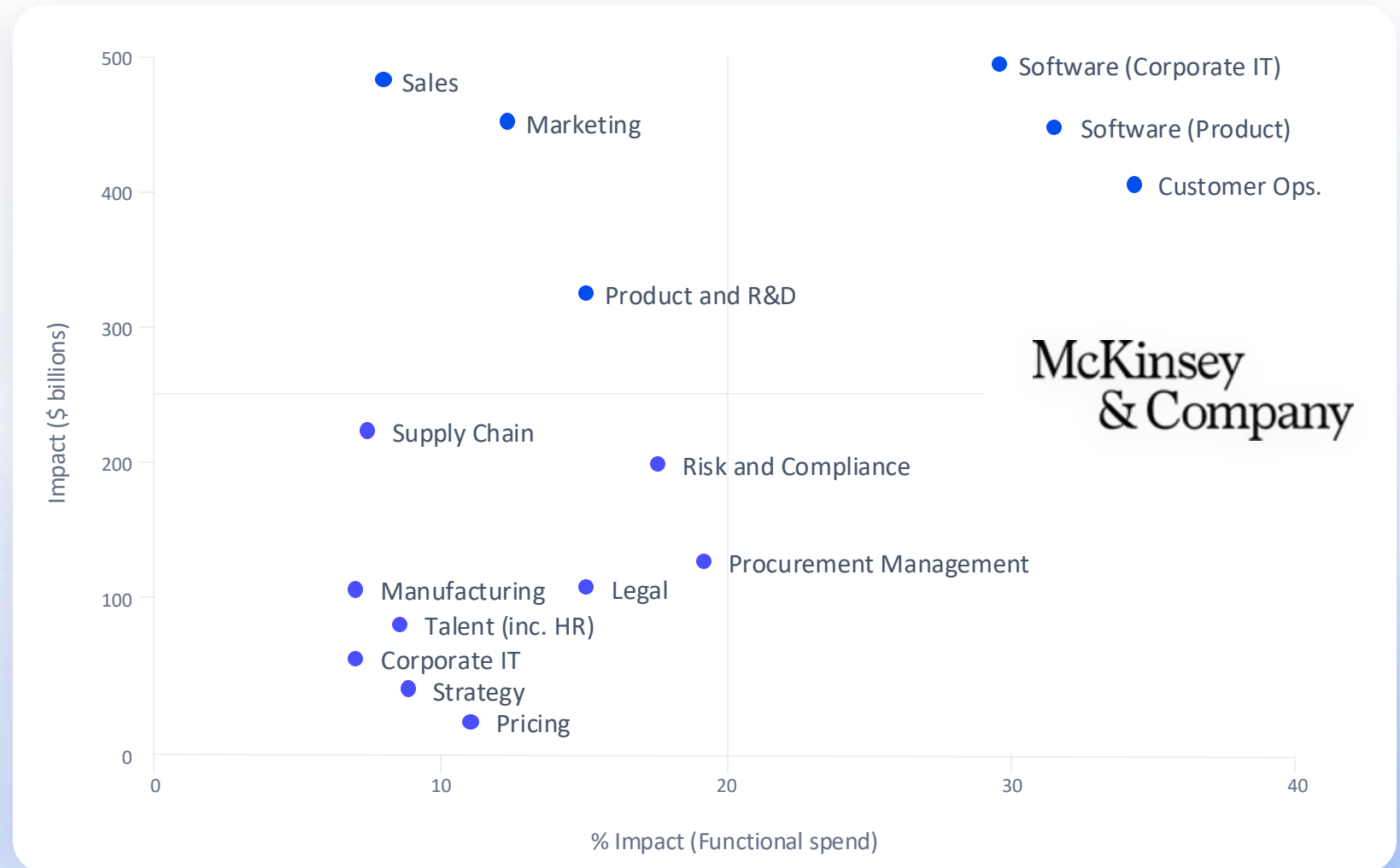


Source: Compiled by MIT Technology Review Insights, based on data from "Retail in the Age of Generative AI," "The Great Unlock: Large Language Models in Manufacturing", "Generative AI Is Everything Everywhere, All at Once," and "Large Language Models in Media & Entertainment,"

The scope to improve top and bottom line performance with AI is huge

Generative AI could add the equivalent of **\$2.6 trillion** to **\$4.4 trillion** annually

Half of today's work activities could be automated between 2030 and 2060



2025 is about answering two big questions

Where?

Where to leverage generative

AI

to deliver actual

business value?

How?

How to deploy

generative AI

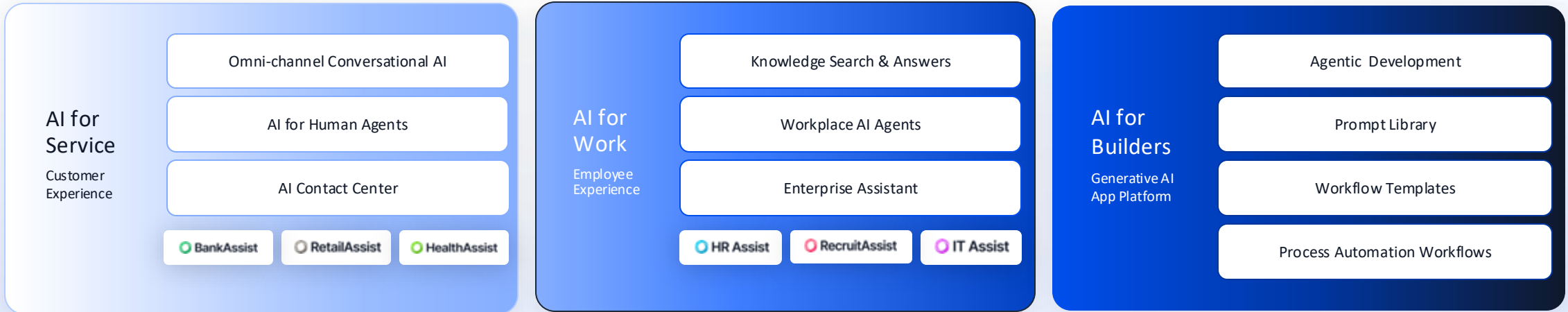
Successfully & Responsibly in an

enterprise setting?

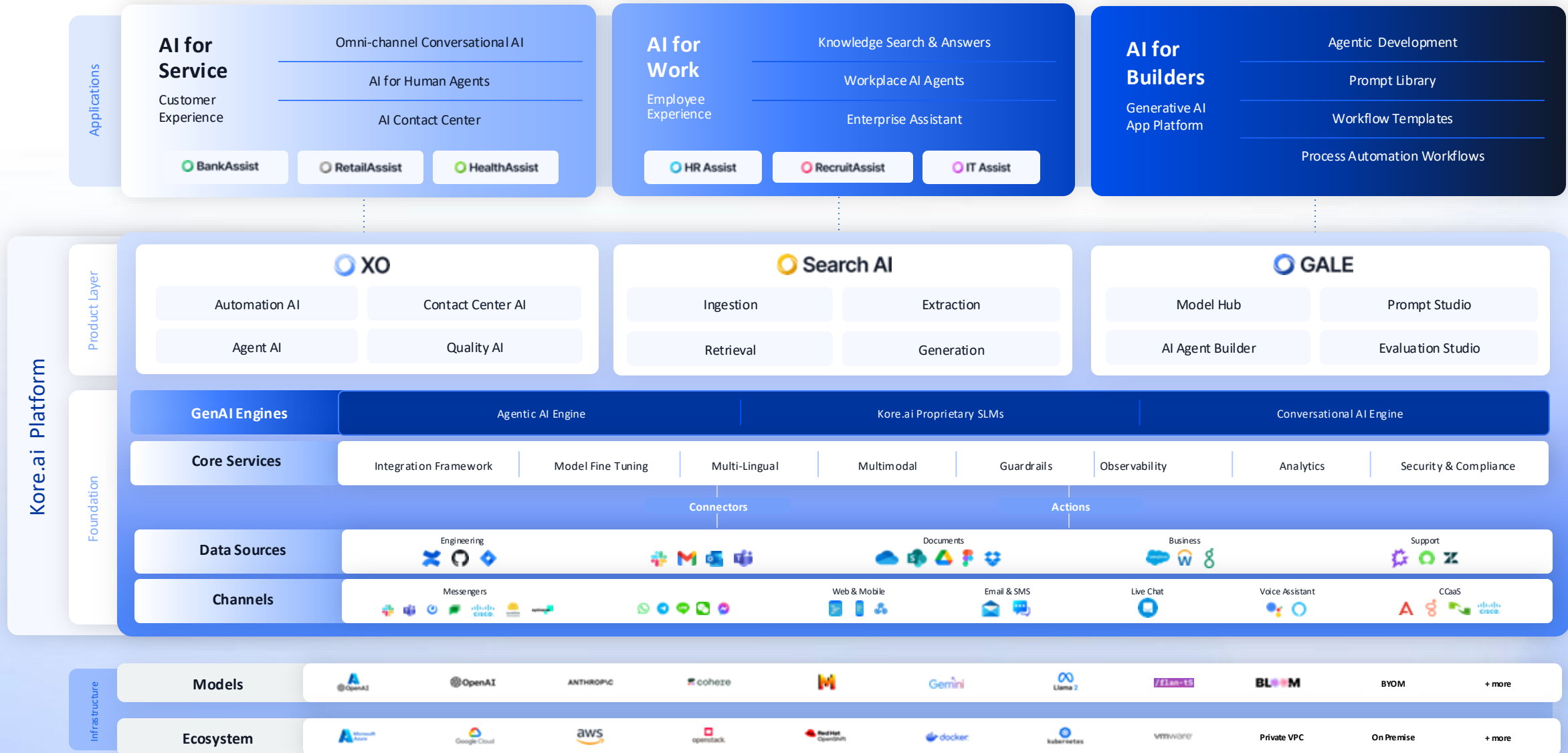
Kore.ai Platform

The single platform, no code tools, and solutions to generate value from AI

The Kore.ai Platform



The single platform, no code tools, and solutions to generate value from AI



The single platform that is ecosystem agnostic

External/NLU Engines	ASR/TTS Integrations	Channel Partners	CCaaS Integrations	Enterprise Integrations	Model Agnostic	Cloud Agnostic
<p>Ability to orchestrate across external and out-of-the box NLU engines</p> <p>Integrate for intent recognition, entities extraction, and dialog context</p>	<p>Automatic Speech adaptation</p> <p>Engine specific parameter support</p> <p>Full SSML support</p> <p>Custom language models</p> <p>Custom acoustic model support using transfer learning</p>	<p>Automatic handling of message templates</p> <p>Full protocol support for APIs and callbacks</p> <p>GUI message template builder</p>	<p>Deep integration with VXML</p> <p>Full support for voice capabilities such as barge-in, timeout</p> <p>Agent transfer with full transcript</p> <p>CTI adapters</p>	<p>Pre-built dialogs</p> <p>Pre-configured entities and API mappings</p> <p>Pre-trained intents and entities</p> <p>Pre-configured Auth and API integration</p>	<p>Commercial Models</p> <p>Community Models</p> <p>Bring your own Model</p>	<p>SaaS</p> <p>Virtual Private Cloud</p> <p>Private SaaS - Dedicated Hosting</p> <p>Deployments VM Container</p>
<p>20+ Integrations</p>	<p>15+ Integrations</p>	<p>40+ Channels</p>	<p>100+ Integrations</p>	<p>100+ Integrations</p>	<p>Supports Popular Models</p>	<p>Major Platforms</p>

Gainwell Case Study & Fireside Chat

Gainwell Summary

For Gainwell Kore.ai is delivering both IVR (Voice) & Digital Intelligent Automation solutions to Providers & Members across U.S. States in an effort to focus on: **(1) cost savings, (2) improved patient outcomes, and (3) enhanced provider experiences**

Provider Use Cases:

1. Provider/ Pharmacy Validation
2. Eligibility/ Benefits Check
3. Claims Status
4. Prior Authorization Status
5. Payment Amounts/ Remittance Advice
6. Live Agents Transfer
7. Provider Enrollment Status
8. Provider Re-Credentialing/ Re-Validation
9. FAQ's
10. Survey Information
11. CTMS (Ticket creation/CTI screen pop)
12. National Drug Coverage
13. Update Provider PIN
14. Billing Criteria, Member Cap Status, Monthly News Flash, Patient History

Results:

9 states live in Production (Provider & Member):
Colorado, Georgia, Ohio, Nevada, Indiana, Wisconsin, Arkansas, Kentucky & California

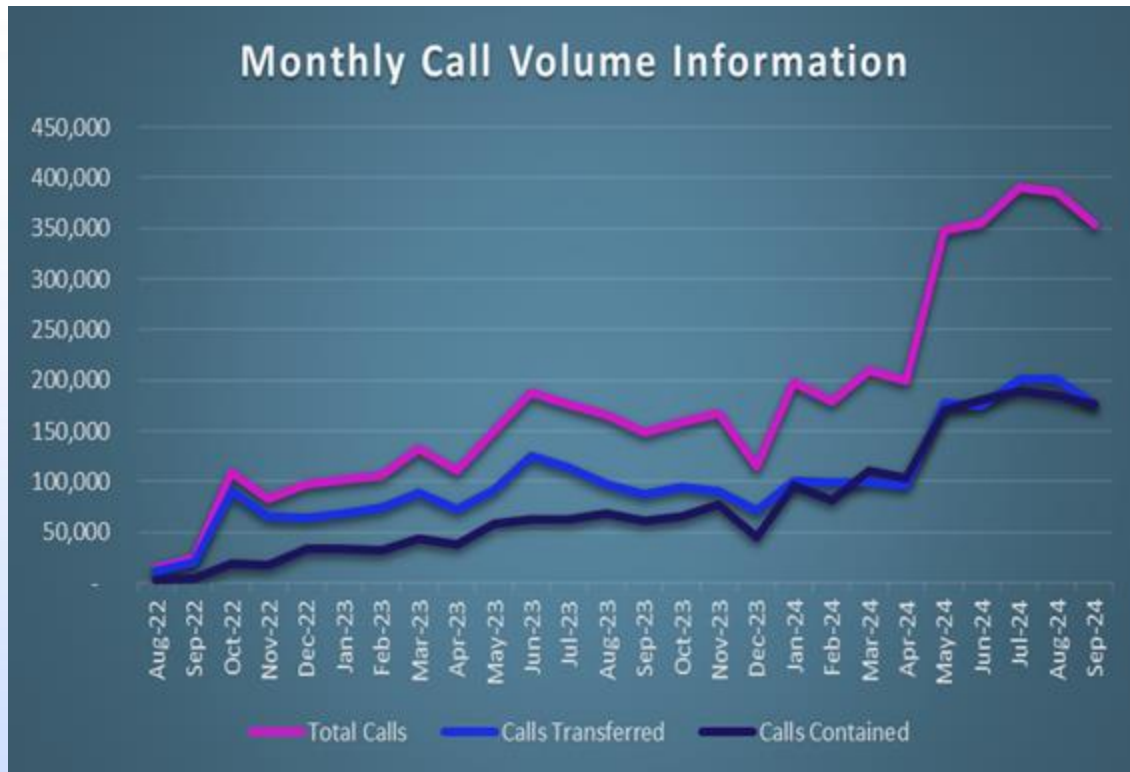
5M Calls Per Year

51% Overall Average Containment Rate per State
(up from 30%)

\$5M in Annual Savings run rate for 9 states

Gabby IVR Virtual Assistant (VA) Information

9 US states are live managing 5M calls annually with an average containment rate of 51% saving Gainwell \$5M per year





CEO
Investor
Forum