

Deliver Extraordinary AI-Enabled Customer Conversations

Advanced conversational AI enables more efficient and effective interactions on voice and digital channels.

Validated Design Benefits:

- Deliver higher-quality customer and employee experiences with solutions designed to listen, learn and respond to their specific needs.
- Utilize trained virtual assistants for conversational AI use cases (human resources, employee workspaces, banking, healthcare, search assistance, etc.) for faster time to value.
- Hand off customer inquiries to the right resource, when necessary, based on skill and availability—preserving context along the way so the agent can pick up where the customer left off in the automated interaction.

With the Dell Validated Design for AI — Conversational AI, you can easily harness the power of natural language processing (NLP), speech to text, text to speech, and machine learning (ML) to enhance customer conversations, improve cost efficiency, provide better customer feedback, gain better insights and deliver uninterrupted service.

The Conversational AI validated design, developed jointly with Kore.ai, empowers organizations to utilize conversational AI to deliver more effective and efficient internal and external customer experiences on voice and digital channels.

Humanize virtual assistants without human involvement.

Virtual assistants can help your organization lower costs and enhance the customer experience by providing fast, always-on responses to simple queries. However, customers can become frustrated with chat bots and assistants that can't understand more complex queries and return irrelevant responses.

Unfortunately, typical speech recognition technologies struggle with context and don't always understand the question or respond conversationally and appropriately, leading customers and employees to circumvent the automated system to speak to a person for service or support requests — increasing frustration along with operational costs.

Kore.ai increases the effectiveness of automated customer and employee interactions through digital virtual assistants built on market-leading conversational AI technology. The no-code solution is a secure and scalable means for designing, building, testing and deploying AI-powered virtual assistants that interact more naturally with humans. The ready-to-use, highly customizable, domain-trained solution helps accelerate your interaction automation journey.

Virtual assistants using Kore.ai conversational AI technology can mimic humanlike dialogue and provide your customers and employees the feel of a real conversational experience while helping them with their queries. The AI can extract data, inform and resolve user questions in the majority of cases, passing it on to a human only if the query is complex. That, in turn, frees up personnel to handle more challenging and nuanced interactions.

Kore.ai

Kore.ai provides convenient, timely, and personalized service experiences with conversational artificial intelligence (AI) powering intelligent voice and digital assistants. Kore.ai is a Leader in the 2022 Gartner® Magic Quadrant™ for Enterprise Conversational AI Platforms.

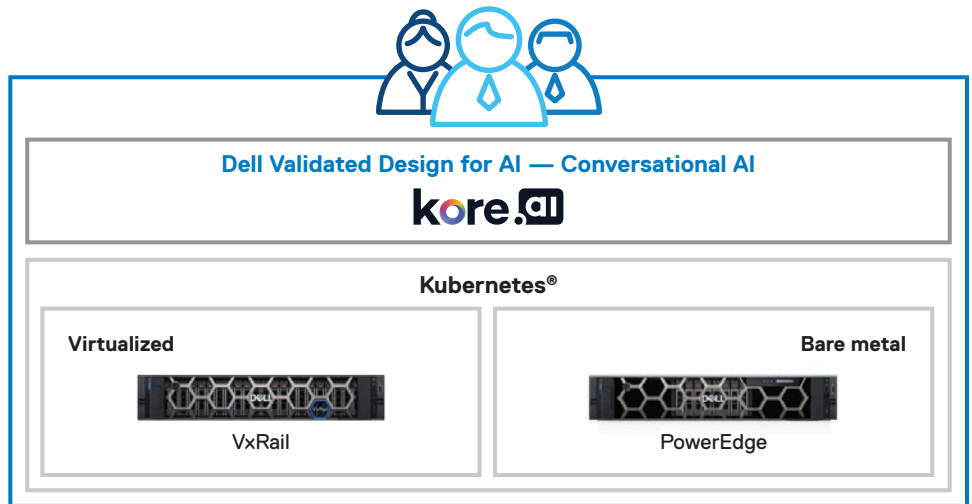
Key benefits

- **Exceptional customer and employee experience** — Provide faster and better-quality responses to customer needs and improve their interactions.
- **AI simplified** — Jointly engineered and validated solutions make it quick and easy to deploy optimized hardware and software stacks for conversational AI.
- **Faster AI insights** — Validated Designs are optimized for Kore.ai to speed performance and response times.
- **Faster time to value** — Pre-trained models make it easy to build conversational user interfaces, virtual assistants and process workflows for a variety of use cases.
- **Proven AI expertise** — Confidently deploy an engineering-tested conversational AI solution backed by world-class Dell Technologies services and support. Select ProSupport Plus for a single point of contact for software and hardware support.

Technical specifications

Validated Design for AI — Conversational AI takes a unified approach to NLP, consolidating data management to further improve efficiency and lower costs and complexity. The Kore.ai XO Platform is powered by Dell PowerEdge servers and or Dell VxRail connected with PowerSwitch networking. The solution is designed to help you easily and quickly capitalize on the benefits of conversational AI to drive better customer and employee experiences.

A performant and scalable infrastructure foundation is essential



The Validated Design for AI — Conversational AI is an optimized solution designed from the ground up to simplify and speed adoption of advanced virtual assistants, enabling computers to interact with humans through the medium they are most comfortable with: conversation. Dell Technologies AI experts are available to help you design a solution for your specific needs. And [Dell Technologies Services](#) — ranging from consulting and education to deployment and support — are available when and where you need them.



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