

July 13, 2016



Kore Inc. Launches The First Enterprise-Grade Bots Platform-as-a-Service, Bot Store and Universal Bot for Any Employee

Unparalleled and highly secure platform enables businesses to immediately harness the power of bots, for their workforce and customers, without code or custom software

ORLANDO, Fla., July 13, 2016 /PRNewswire/ -- [Kore Inc.](#), a bots and messaging leader for the enterprise sector, today announced that its Bots Platform, a complete platform-as-a-service (PaaS) that enables companies and developers to design, create and deliver superior, highly intelligent, Natural Language Processing (NLP) enabled bots for use in any communication channel, will launch in early August. Users can "chat" with Kore-built bots via text, e-mail, popular messaging tools such as Facebook, Slack, or Kore's own enterprise-grade messaging platform, within a company website or mobile app, and many more channels in the coming months. Customers can also instantly access and customize any of Kore's pre-built bots and use Kora, Kore's proprietary virtual assistant for work, designed to complete tasks across multiple systems.

Unlike other bot building frameworks, the Kore Bots Platform makes developing highly useful, natural language processing (NLP) powered bots a painless process for developers and IT teams. The scalability, security and administration requirements that the world's largest enterprises expect are also pre-built into the platform.

"We've quickly reached the point where having an app for everything is more overwhelming than helpful both at work and in our personal lives," said Raj Koneru, CEO at Kore. "The solution is clearly bots, but building bots for the enterprise – that go beyond fancy notification systems to provide significant value - is uncharted territory for most developers, and that presents a challenge. Our platform empowers developers of all sophistication levels to build bots that truly converse with and guide employees, teams and customers through once time consuming tasks, in a manner that is consistent, scalable, and repeatable. The Kore Bots Platform is elevating bot technology, machine learning and artificial intelligence from novelty to necessity."

Kore Bots provide high value to enterprise employees and customers in a number of ways. The Bots Platform allows developers and businesses to place bots within the communication channels that best suit their needs. At launch, Kore-built Bots will work in the most popular communication and digital channels. The company is adding other messaging and social collaboration channels and voice or text based virtual assistants over the next few months. Kore Bots also carry the history of a conversation with them. This means users can start a conversation in one place and seamlessly continue the dialogue in another channel at any

time - without losing previous dialogue or context.

The Kore Bots Platform includes:

- **A robust NLP engine** – Kore's platform includes an advanced NLP engine designed by the company's Director of Natural Language Processing and creator of chatscript, Bruce Wilcox. Kore's NLP engine removes one of the most challenging and costly steps for building bots today - defining anticipated patterns and sentences. It also facilitates intent recognition, and comes pre-programmed with task and field level synonyms. The NLP engine also provides supervised learning of additional patterns, which further alleviates the technical savvy required for building and refining bots on the Kore Platform. This means as soon as a bot is created and tested, it can go to market. The Kore NLP engine increases the usability and convenience of a bot, allowing it to not just follow commands; but to understand *how* you operate and, eventually, over the course of time and repetition, be able to predict your next move.
- **Enterprise Administration and Security** – The Kore Bots Platform also gives enterprises complete control over who can manage and use each bot and in what capacity. With AES 256 bit encryption, advanced single sign-on capabilities, customizable data retention options, and rich tracking and analytics, even the most regulated industries, such as healthcare and financial services, can protect sensitive information and meet compliance mandates.
- **Kore Bot Store** - The ever-growing Kore Bot Store is pre-loaded with more than 130+ ready-to-use enterprise and personal bots that perform thousands of tasks. Administrators and IT retain complete oversight of bot distribution and use, while users can easily explore bots by function or industry, and receive personalized recommendations for new bots based on their current and future needs. Enterprises can also select, customize and create an approved collection of bots for their organization's own private enterprise bot store.

Alongside the Bots Platform, Kore introduced Kora, the most sophisticated universal bot or virtual personal assistant (VPA) for work. Kora already can converse with the most popular and critical enterprise applications - from Salesforce and SAP ERP to Microsoft CRM, Concur, Success Factors, Jira, ZenDesk, Trello, Box and more. Unlike bots that perform a single task such as scheduling meetings, Kora can do more than 800 tasks in over 130 different systems. She can take action, pull information or receive notifications. Kora is also NLP-enabled, making her smarter, more powerful and more helpful than any other bot on the market for the modern workforce.

"Kore has been developing actionable, enterprise-grade bots for the most complex enterprise systems, and some of the most security conscious companies for more than a year now," said Brett Azuma, SVP of Research at 451 Research. "The enterprise market and developers can now leverage the insights gained from work with these forward-looking companies, and the technology and bot development expertise Kore gained throughout the process, to remove barriers to enterprise bot adoption."

The Kore Bots Platform and Kora are available on Android, iOS and desktop at www.kore.com.

Additional information is also available within the following [fact sheet](#).

About Kore

Kore, created to help people work and engage in a simpler and more conversational way across all channels, is a pioneer in shaping how bots interact with the modern workforce and customer. Its intelligent bots platform includes 130+ bots that integrate with enterprise and personal software applications, including Salesforce, Twitter, Concur, Google Drive and more. Kore-built bots couple artificial intelligence and natural language processing to drive productivity and allow users to converse with each other and with hundreds of "bot virtual assistants" by voice or by text. Kore's enterprise grade bot-building platform enables developers to create and share customized, speech-enabled bots for use on any conversational interface including text, e-mail, and voice, as well as popular messaging platforms such as Facebook, Skype, Slack and Kore's own, all-in-one intelligent messaging platform.

For press inquiries:

kore@kwittken.com

To view the original version on PR Newswire, visit: <http://www.prnewswire.com/news-releases/kore-inc-launches-the-first-enterprise-grade-bots-platform-as-a-service-bot-store-and-universal-bot-for-any-employee-300297963.html>

SOURCE Kore Inc.