

# Build AI Chatbots with Kore.AI

**Duration:** 24 hours (03 days)

**Courseware:** Unofficial PPT/PDF

**Lab Performance:** Free trial account from Kore.AI

## Course Objectives:

This course will help you to use Kore.AI Platform – a one-stop platform that provides a scalable, secure, and repeatable solution to create chatbots. We will be using Kore.AI's User Interface system to build a chatbot with AI capabilities in place.

- Understand Kore.AI XO platform essentials and its AI-powered capabilities
  - Design and develop scalable virtual assistants using Kore.AI tools
  - Implement NLP, knowledge graphs, and conversational flows for bots
  - Deploy, test, and optimize virtual assistants for improved performance
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## Module 01: Introduction to Kore.AI XO

- What is a chatbot
- Use cases and Industries
- AI services involved
- Quick walkthrough
- Products & Solutions
- Accessing the platform
- Automation AI & Contact centre AI & Agent AI

## Module 02: Introduction to Kore.AI XO

- Workspace settings and Admin Console
- Virtual Assistants, Process Apps, Data section
- People and Language management
- Lifecycle management
- Support and administration

## Module 03: Getting Started with Bot builder

- Overview
- Conversational Assistants
- Natural Language Processing
- Conversational Flow
- NLP Training & Scoping
- ML Engine, knowledge graph and optimization
- Three ways to create a new virtual agent

## Module 04: Building Virtual Assistant

- Define/Design needs, goals and conversation
- Development process: Types of Virtual Assistants and Train-Test
- Introduction to Skills: Storyboard, dialog task, alert task, knowledge graph, small talk, digital skills
- Enable channels
- Publish, Analyze and Improve

### **Module 05: Design and Train Bot**

- Storyboard and Conversational Designer: FAQ and Dialog Tasks, Mock Scenes
- Tasks Navigation
- Node types & node connections
- Entity types & Rules
- User prompts or messages
- Voice call Properties

### **Module 06: Knowledge AI**

- Knowledge graph
- Types and comparison
- Build Knowledge graph & run task
- Intents and response
- Performance Improvement
- Knowledge Extraction
- Answer from Documents

### **Module 07: Design Components for Bot**

- Alert Tasks
- Small talk
- Digital Skills
- Forms & Views
- Session & Context variables
- Intent discovery

### **Module 08: Train the Virtual Assistant**

- NLP Optimization
- ML, FM, KG and traits Engine
- Training validation
- MLP Configurations, Guidelines
- LLM and Generative AI

### **Module 09: Advanced topics for the virtual Assistant**

- Intelligence: Event handlers, contextual memory and intent
- Test & Debug

- Integrations
- Deploy
- Analyze
- Universal bots
- Assistant Management
- Data overview, table and views
- Data as a service
- Bot Migration