

Yellow.ai partners with Indo-Sakura to provide AI-based CX automation solutions for Japanese companies.

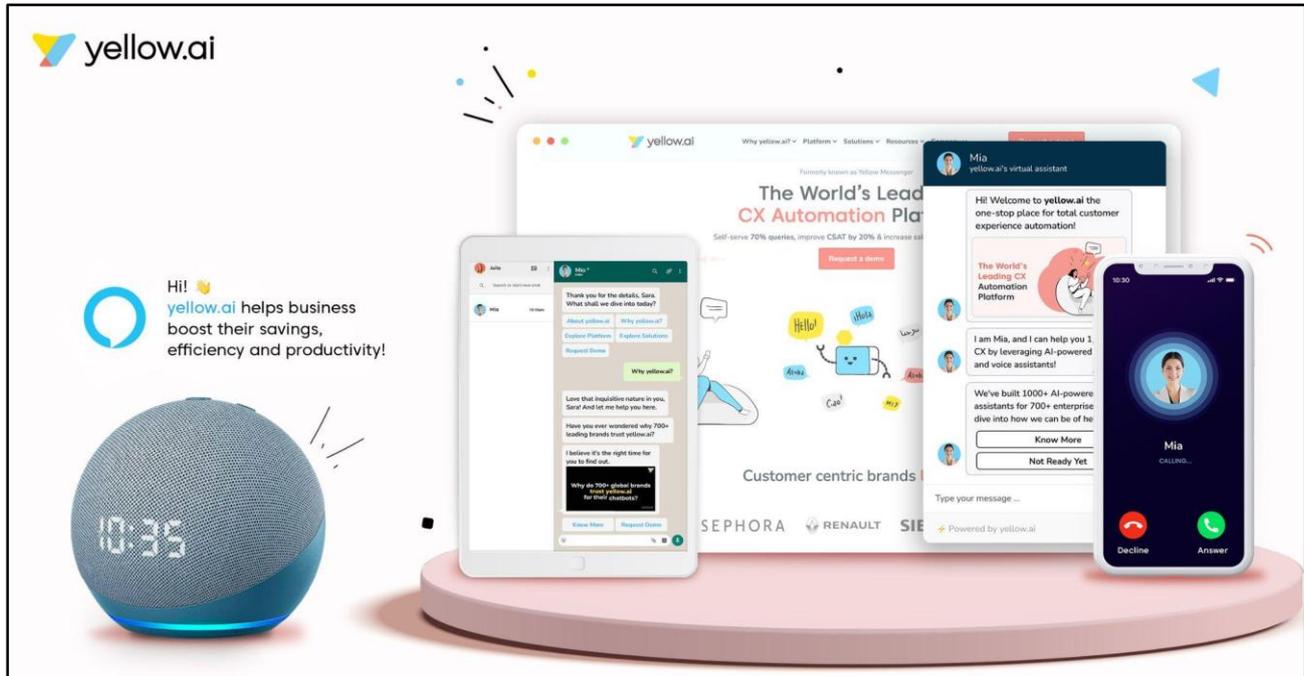
It is the world's leading conversational CX platform that delivers real-time, on-demand, total customer experience (CX) with the best of AI + human intelligence

Indo-Sakura Software Japan K.K.

Date : 2021/08/10

Bengaluru, August 10, 2021: Yellow.ai, the world's leading conversational AI and CX automation platform, and Indosakura Software Japan K.K., a leading ICT provider in Japan for nearly two decades, today announced that they will leverage the capabilities of their platforms to help companies unlock the power of deep and actionable customer insights. By leveraging the power of deep, actionable customer insights, Yellow.ai will help companies streamline marketing, HR, and ITSM processes, improve customer service, upsell and cross-sell across channels, and enable a rich and unprecedented personalized experience.

Commenting on the partnership, Raghu Ravinutala, CEO and Co-founder, Yellow.ai, said, "With over 5 billion users across web, apps and conversational channels like Alexa, Facebook and WhatsApp, businesses are transforming the Omni-channel, intelligent and personalized customer experience. At Yellow.ai, we call it the total customer experience, where the best of AI and human intelligence come together to deliver real-time solutions. At Yellow.ai, we call it the total customer experience, bringing together the best of AI and human intelligence to provide real-time resolution and on-demand fulfillment. Our partnership with Indo-Sakura will improve business-to-consumer interactions for any company in the world in an intuitive, personal, and real-time way.



Key features enabled by Yellow.ai

- Bot Studio - low/no code platform
- Agent Assist Dashboard - Enables seamless bot handoffs to agents while allowing customer service agents to respond to 100+ languages.

- Campaign Management - Smart campaign management tools to drive customer curiosity, interest, and excitement.
- Smart Analytics - Track and analyze key metrics to gain a deeper understanding of user intent and improve goal attainment.
- Insights Engine - Train bots in minutes on over 1,000 pages.
- Active Learning - Analyzes millions of conversations that Chatbots have on the platform.

About Yellow.ai

Yellow.ai is the world's leading Conversational AI and CX Automation Platform, recognized as a leader by Gartner, IDC and the G2 crowd. The platform is used by more than 700 companies in over 50 countries, including Domino's, Sephora, Hyundai, Biogen International, Edelweiss Broking, Siemens Limited, Waste Connections, American Bureau of Shipping Weaving the best of AI and human intelligence to automate the customer and employee experience, the company aims to democratize AI through its no- and low-code bot builder, Omni-channel virtual assistant, and ticket automation suite. Yellow.ai has raised over \$102 million from blue chip investors and has offices in six countries.

For more information, please visit www.yellow.ai. For inquiries, please contact contact@yellow.ai.

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About Indo-Sakura Software Japan K.K. (www.indosakura.com)

Indo-Sakura is an IT firm based out of Tokyo, Providing ICT Services and Solutions to its clients across Japan. Since its inception in 2005, Indo-Sakura has won various accolades and recognitions for its adherence to quality standards and Japanese business practices. In recent years, Indo-Sakura has created many success stories by providing DX solutions through AI/IoT and other emerging technologies.

Contact for press related information

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