Krista

Where is Conversational AI Going?

What is Krista?

Intelligent Automation

Krista is a modern conversational Intelligent Automation platform designed to easily leverage existing IT assets. Krista's unique informal approach enables business process owners to quickly build new lookup or data entry workflows without waiting in line for expensive IT or development resources. Krista uses a unique programming method similar to a text conversation between one or more people. By following the way humans already communicate, Krista enables anyone to build and create workflows around business process constraints. The conversational workflows eliminate maintenance and upkeep required from traditional record and playback automation tools. Krista's conversations are beautifully simple, with enough power, scale, and security to find any answer inside the largest enterprises.

Deployment is Simple

Krista's Natural Language Processing supports voice, text, and *bots to deliver automation anyone understands. By utilizing existing communication methods in conversations, you take advantage of how your employees already communicate. Krista quickly deploys to existing desktops, mobile phones, Slack, and web browsers that your employees are already using. You won't need to train employees or maintain brittle documentation since the automation follows existing voice and texting conversations similar to WhatsApp or Facebook Messenger. If your employees can text, they can interact with numerous systems to support customers, consume enterprise services, deploy IT changes, or update important KPIs.

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Jonathan Frostick • 2nd
Regulatory IT Delivery lead
1w • Edited •

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So I had a heart attack...

This is not how I planned my Sunday. It was pretty standard up to 4pm. Morning coffee, a trip to the local country park, a shopping trip and late lunch.

I sat down at my desk at 4pm to prep for this weeks work. And then I couldn't really breathe. My chest felt constrained, I had what I can only describe as surges in my left arm, my neck, my ears were popping.

I didn't get a flash of light, my life race through my mind. Instead I had:

1. F *** I needed to meet with my manager tomorrow, this isn't convenient
2. How do I secure the funding for X (work stuff)
3. Shit I haven't updated my will
4. I hope my wife doesn't find me dead

I got to the bedroom so I could lie down, and got the attention of my wife who phoned 999.

I've since made the following decisions whilst I've laid here, on the basis I don't die:

1. I'm not spending all day on zoom anymore
2. I'm restructuring my approach to work
3. I'm really not going to be putting up with any s#%t at work ever again - life literally is too short
4. I'm losing 15kg
5. I want every day to count for something at work else I'm changing my role
6. I want to spend more time with my family

And that, so far, is what near death has taught me.

https://www.linkedin.com/posts/activity-6787207960864014336-juUs/

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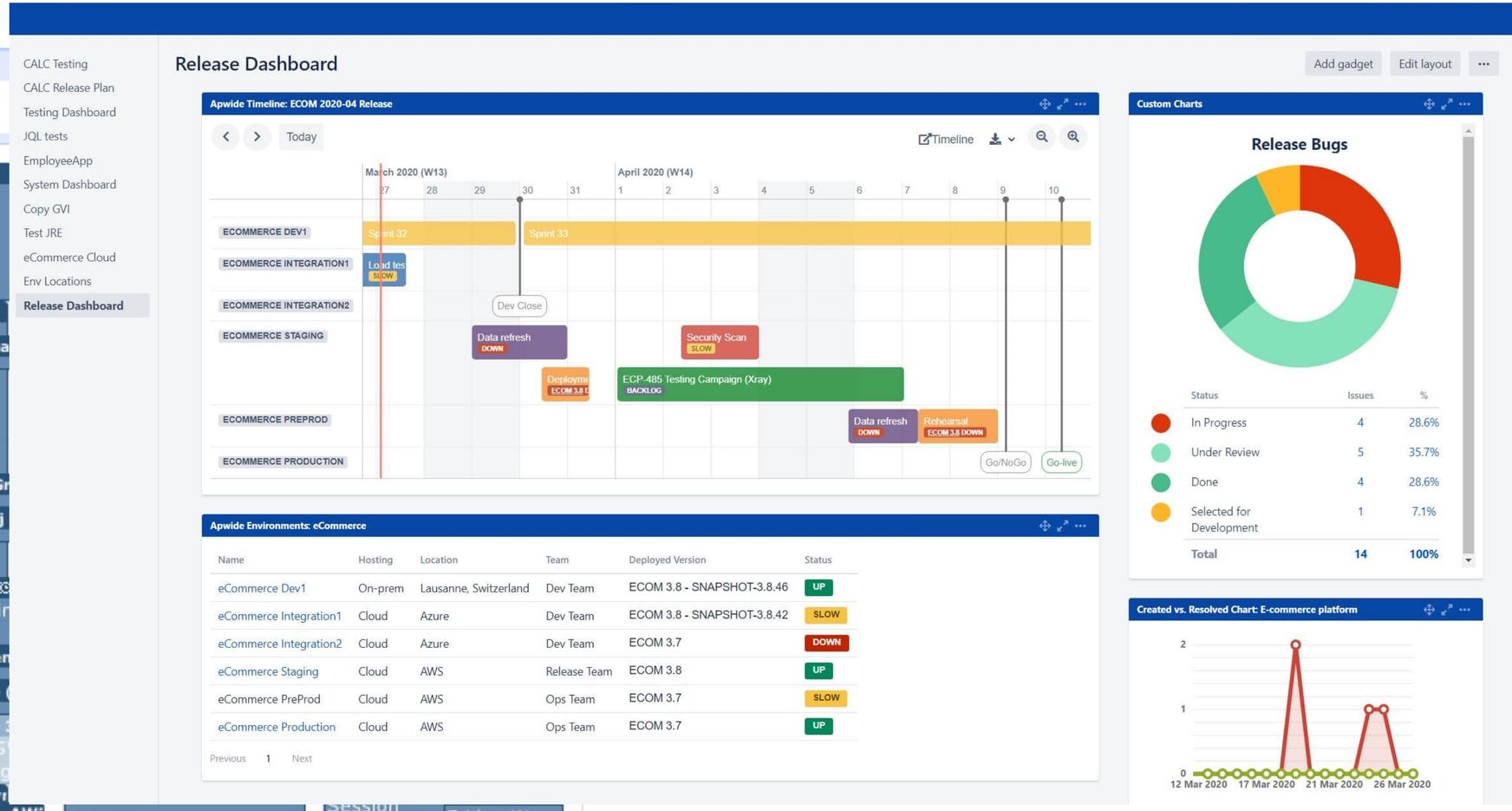
Technology is Supposed to Make Our Jobs Easier



Images: grahamjenkin.com, apwide.com

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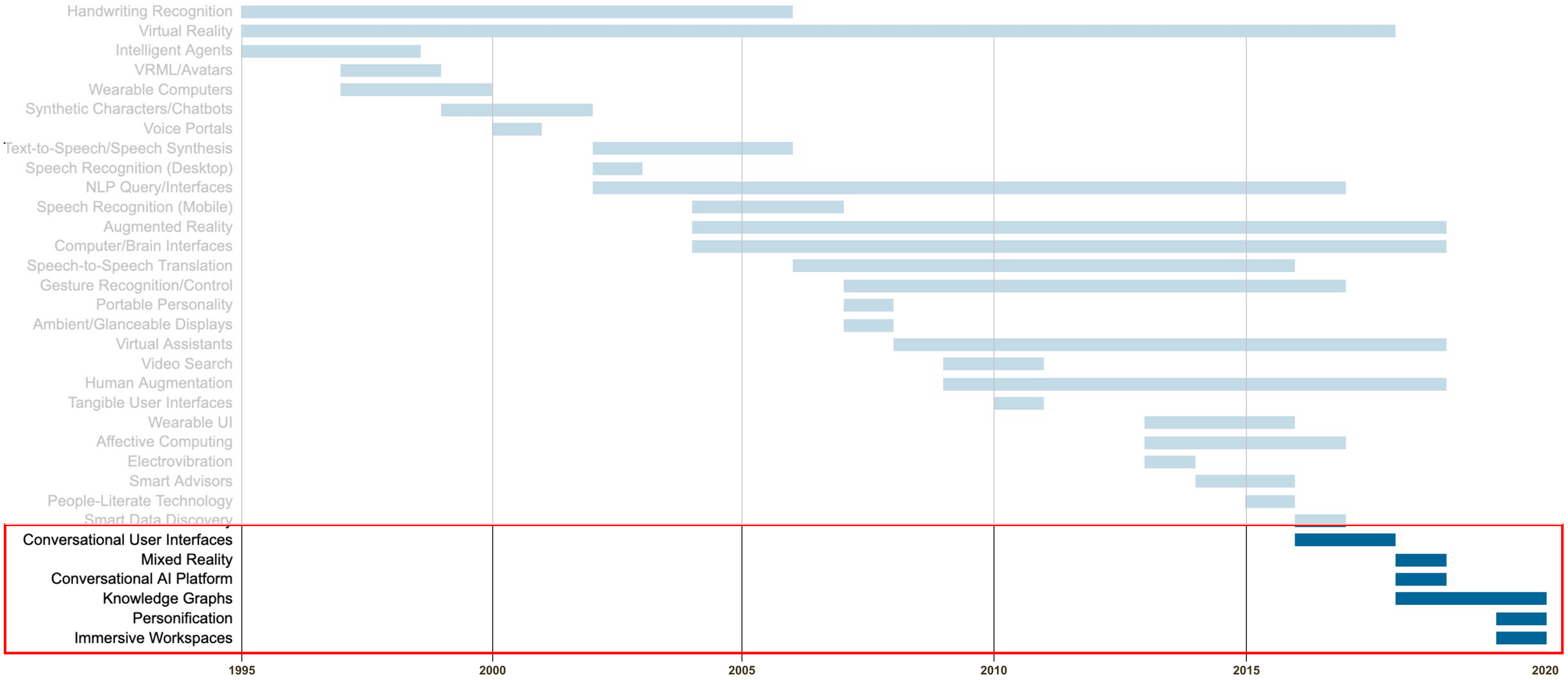
How do I order a CT?
What's the code for cardiac arrest?
"I went into medicine to work with people. Not be a data entry clerk."
Is this as good as it gets?

Human to Computer Interface Innovations



Source: Gartner Hype Cycle

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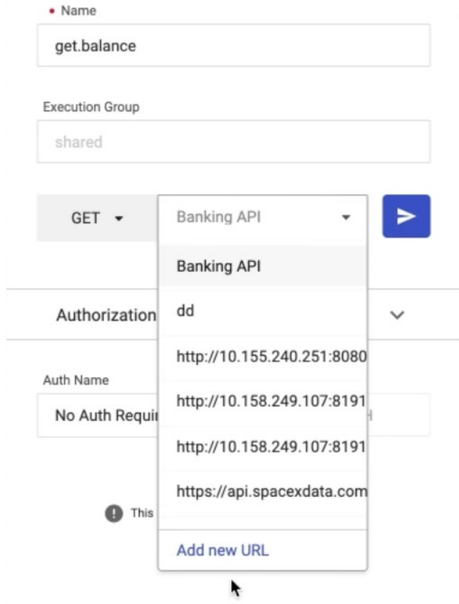
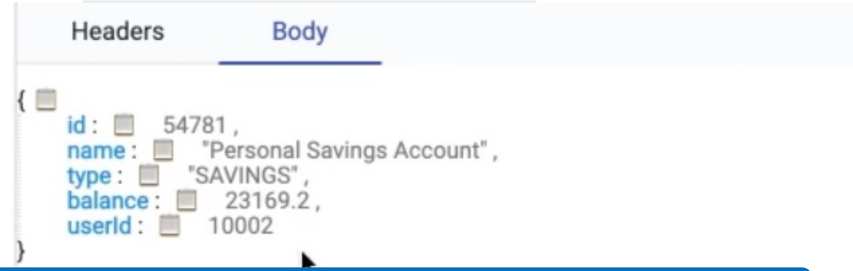
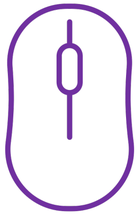
How is AI Helping Your People?

Our human understanding AI engine is intuitive that it is continually learning what customer wants and over time will replace virtually every agent in your call center.





Human agents make the best bot managers… *[Redacted]*… they can oversee bot conversations and even label misunderstood interests.



We are democratizing bot building.

Everyone is a bot builder using APIs

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You think AI can do all of that?
Dream on, Buddy.
...ha ha ha

Collaboration Platforms

email
1962

Google Suite
2006

WhatsApp
2009

Messenger
2010

Slack
2013

Microsoft Teams
2016

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Collaboration Platform Pros and Cons

Creates time-based documentation of events and activities.

Reduced email volume and promoted documentation repositories and intranets.

Firehose of messages to largest groups possible. People become disinterested and fatigued over time.

Managers discourage skilled and specialty resources to read 4000 messages a day to determine if they should intervene.

Structured decisions don’t exist and require manual intervention.

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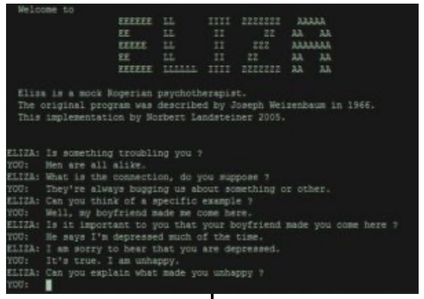
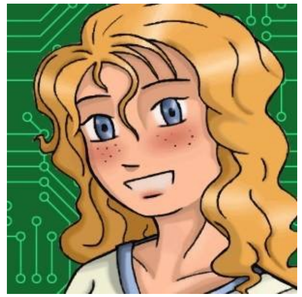
Chatbots





ELIZA
1964–1966

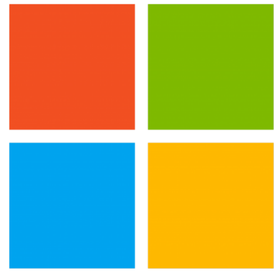
Cleverbot
1997–1998

Mitsuku
2002

Rose
2011

Xiaoice
2014

Microsoft
DialoGPT



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Chatbot Pros and Cons

Simulate human based on emotional responses

Reduce call center volumes and FAQs

Real-time data lookup into systems of record is limited and left with hard-coded answers

Communications are one to none or one (agent) to many (customers)

Are stateless and cannot remember where conversation left off.

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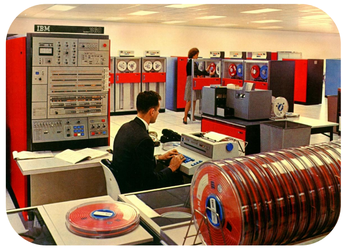
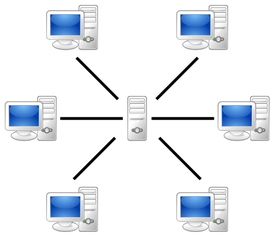
Systems Integration Platforms



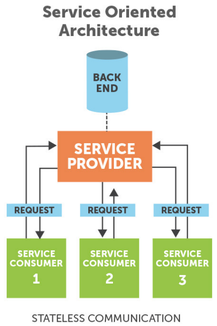
Mainframe
1950s



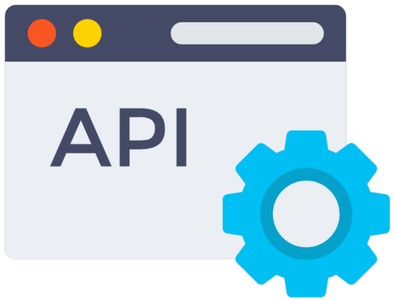
Client Server
1960s

WWW
1989

SOA and Cloud
1990 - 2000s



APIs



Mobile

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Systems Integration Platform Pros and Cons

Streamlined B2B communications between companies and systems.

Solved for data replications and systems of record.

Human interactions in the workflow are very difficult if not impossible.

Data validation is hard coded or ML can take terabytes of data to train the model.

One small change causes huge development and test effort.

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The Sweet Spot of Conversational AI

Orchestrating People and Systems

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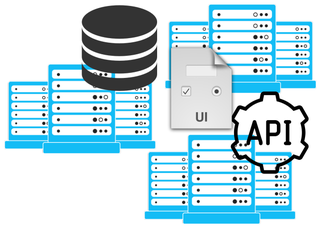
People and Systems

Leave management
Eliminate data entry
Proposal to cash
Employee On/Offboarding
Security Incident Management
Field Operations Management



"Hi Team. I will be out today for a family emergency."

OCR invoices, enter in accounts payable system.

Collaboration Tools

Slack, Microsoft, G Suite

Enterprise Automation

RPA, LCAP, Enterprise App Dev
B2B, EAI, SOA, REST

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Krista's Interactions

People

Krista

SMS

REST API

Conversations / Processes

Inform People

Ask People

Ask Systems

Make Decisions

Business Process Catalog

Extensions / Information

Read Data

Analize Data

Update Data

Take Actions

API

System A

System B

System C

UI

Java

REST API

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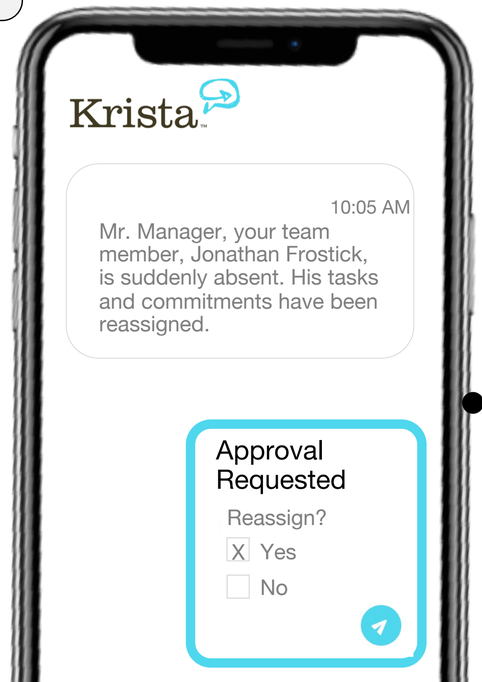
Krista, please clear my calendar for the following week.

I hope Jonathan is OK.



Sudden Absence Management

10:05 AM
Looking up your calendar details
Employee
Jonathan Frostick | IT Delivery

Sudden Absence Management

10:05 AM
Clearing calendar and setting ‘Out of Office’

Sudden Absence Management

10:05 AM
Verifying available PTO hours and deducting from balance.

Sudden Absence Management

10:05 AM
Notifying HR, manager, and IT delivery teams

Sudden Absence Management

10:05 AM
Escalating service tickets to manager

Sudden Absence Management

Krista 10:05 AM
Jonathan, your meetings and tasks have been rescheduled or delegated. I’ve notified HR that you are suddenly absent. HR will personally follow up.
Please take care.

Sudden Absence Management

Sudden Absence Management

Employee
Jonathan Frostick | IT Delivery

Send

Systems of Record

Dev
- ServiceNow
- JIRA
- Confluence

CRM
- Customer Management
- Configure, Price, Quote
- Sales Analytics

MS Office
- email
- Calendar
- Teams

HR
- Benefits Management
- Payroll
- PTO

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Krista Software is in an unrelenting pursuit to help businesses find the right answers. Krista Software produces Krista, a modern Intelligent Automation platform. Krista empowers businesses to leverage existing IT assets by building low-cost automation applications.

Web: KristaSoft.com Twitter: @KristaSoft LinkedIn: /Krista-Software