

**Founders:**

**Raghu Ravinutala**, CEO and Co-founder, Yellow.ai

**Jaya Kishore Reddy**, CTO and Co-founder, Yellow.ai

**Rashid Khan**, CPO and Co-founder, Yellow.ai

**Founded**

2016

**Headquarters**

San Mateo, United States

**Offices**

United States, India, Singapore, Malaysia, Indonesia, UAE

**Employees**

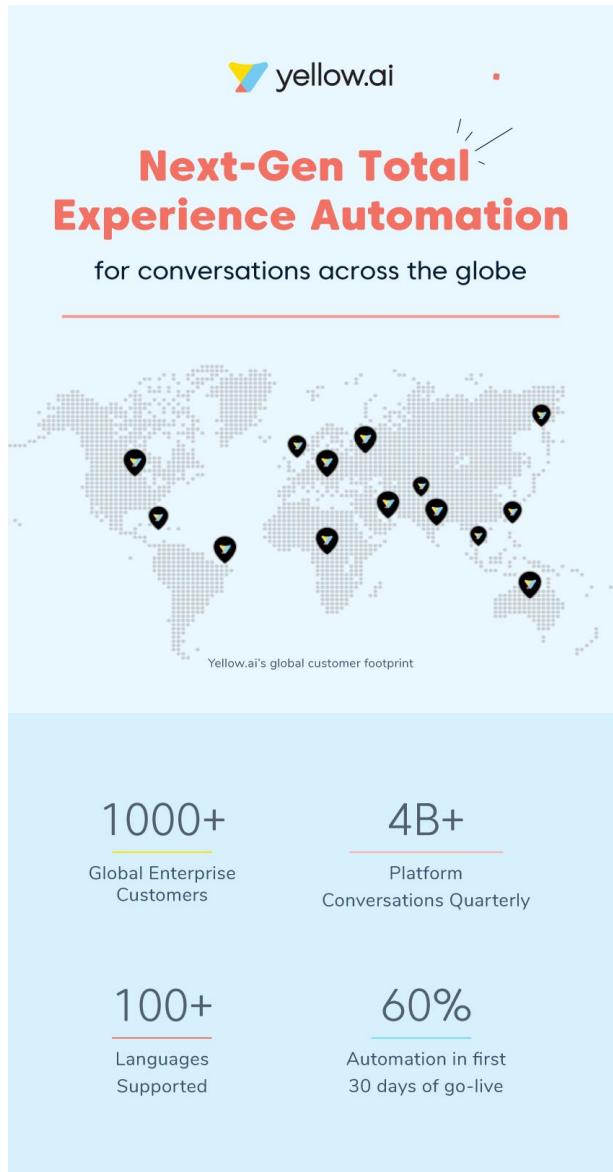
700+

**Investors**

Series A: (June 2019) : \$4 Million, Lightspeed India Partners

Series B: (April 2020) : \$20 Million, Lightspeed Venture Partners and Lightspeed India Partners

Series C: (August 2021): \$78.15 Million, WestBridge Capital, Sapphire Ventures, Salesforce Ventures, and Lightspeed Venture Partners

**About Yellow.ai**

Yellow.ai is the world's leading next-gen Total Experience Automation Platform, enabling enterprises to make every conversation fulfilling and delightful for customers and employees. The platform is trusted across 70+ countries by 1000+ enterprises, including Domino's, Sephora, Hyundai, MG Motors, Bajaj Finserv, Food Panda, Bharat Petroleum, Waste Connections US and Tata. Powered by Dynamic AI agents for enterprises, the company aims to deliver human-like interactions that boost customer satisfaction and increase employee engagement at scale, through its no-code/low-code bot builders. Recognised by Frost & Sullivan, Gartner, IDC, and G2 crowd as a leader, the company has raised more than \$102M from blue-chip investors and has offices across six countries.

**Award Winning Platform for Total Experience Automation**

## Highlights

**Total Experience Platform:** Industry-leading Human+AI platform for on-demand and engaging conversational AI that is primed for enterprises. Driving high ROI - 80% self-serve for queries and 40% CSAT improvement.

**Deeper customer insights:** Our self-learning engine, with intuitive intent and sentiment recognition, continually improves user profiles and segmentation. These persona-led profiles can be leveraged for active campaign engagement, remarketing, or improving all forthcoming Human/AI responses in real time.

**24x7 customer support:** Engagement for text and voice across 35+ channels in over 100+ languages, all from a single Conversational CX & EX automation platform. We empower brands to engage with customers and employees on their preferred text and voice channels, in their preferred language, and at their preferred time.

**Automation for internal and external processes:** We enable enterprises to upscale and upgrade resources covering all marketing and commerce engagement, human resources interactions, and IT service management support.

**Powerful Natural Language Understanding (NLU) and Natural Language Processing (NLP) 'brain' Engine** compounds the self-learning of the voice and text chatbots through multi-factorial intent recognition, effective customer engagement and on-point resolution – all of it in real-time, with 98% accuracy

- **Voice and Text Conversations:** Automate personalized and engaging conversations using yellow.ai's conversational voice and text AI capabilities
- **Data-efficient NLP:** Provide accurate answers without the need for enormous training data
- **Deep Learning-based Insights Engine:** Cognitive search across a range of internal document management systems like Microsoft Sharepoint, Servicenow, Confluence, etc.
- **Translation-independent Multilingual Model:** Train in one language and scale to 100+ languages without the need for translations
- **Omni-channel Automation-first Service Desk :** Automated agent workflows and agent recommendations, all manageable from a single dashboard
- **Low Code Platform:** Choose from pre-trained bot workflows or build your own bot in a low-code to zero-code development environment

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