

Tata Communications kaleyra.ai Platform

Enable AI-powered CX that
learns, adapts, and scales



Built for the experience economy

The Tata Communications Kaleyra.ai Platform integrates data, automation, and engagement into a unified system—enabling enterprises to create deeply personalised customer experience across all interaction touchpoints.

Platform capabilities

Composable Customer Data Platform (CDP)

- 360° real-time customer profiles from all touchpoints
- Zero-copy architecture for seamless data access
- Pre-integrated with 200+ CRMs, CDPs, and analytics tools

Agentic AI and automation

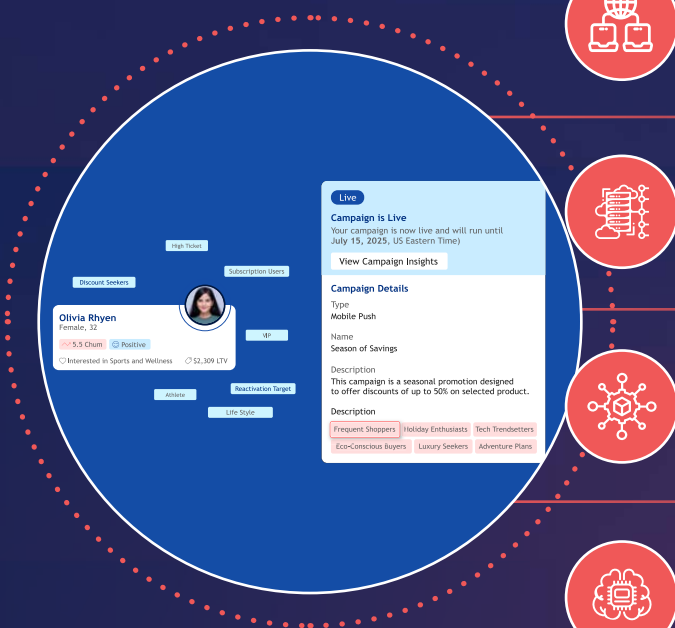
- AI-powered chatbots and conversational assistants
- Dynamic audience clustering and segmentation
- Continuous learning engine to optimise CX strategies

Hyper-personalisation and journey orchestration

- Real-time 1:1 personalisation at scale
- Predictive recommendations for content and products
- Multi-channel engagement across email, WhatsApp, SMS, RCS, push, voice, etc.

Insights and reporting

- Deep campaign and customer care analytics
- Visual and content A/B testing
- Conversational intelligence and performance tracking



CX in Action: Industry use cases

100+ Prebuilt use cases tailored for real business impact

Automobile

- Recommend cars based on user interest
- Create personalised email campaigns
- Generate dynamic pricing using sentiment and loyalty



Hi Ray, here are the models we think you will love. Would you like to know more?

12:00 PM

[Yes](#)

[Maybe later](#)

Retail

- Recover abandoned carts with timely nudges
- Drive loyalty with personalised engagement
- Forecast demand with AI-driven inventory insights

Hey Kate! Looks like your cart is still holding on to this beauty

12:00 PM



Yellow Sundress Summer...

\$58

12:00 PM

[View Now](#)



Hi Ryan! Ready to complete your KYC and activate your investment account?

12:00 PM

We'll guide you through 3 quick steps. It'll take under 5 minutes.

12:00 PM

BFSI

- Automate e-KYC for seamless onboarding
- Detect document fraud in real time
- Offer secure digital storage for customer data

Airlines

- Recommend trips with smart travel planning
- Notify passengers with real-time flight updates
- Enable self-service itinerary changes via AI agents



Discover Paris with JK Airlines



Experience the charm of the Eiffel Tower, world-class cuisine, and romantic streets.

Book your Paris gateway now!

12:00 PM

[Book Now](#)

Healthcare

- Simplify appointment booking through digital channels
- Support patients with virtual health assistants
- Automate insurance queries and claims tracking

Welcome to Mirical Home Hospital!



A premier private healthcare provider for diagnosis and treatment as well as 24/7 emergency services.

12:00 PM

[Book an Appointment](#)

[Reschedule Appointment](#)

[Other Services](#)



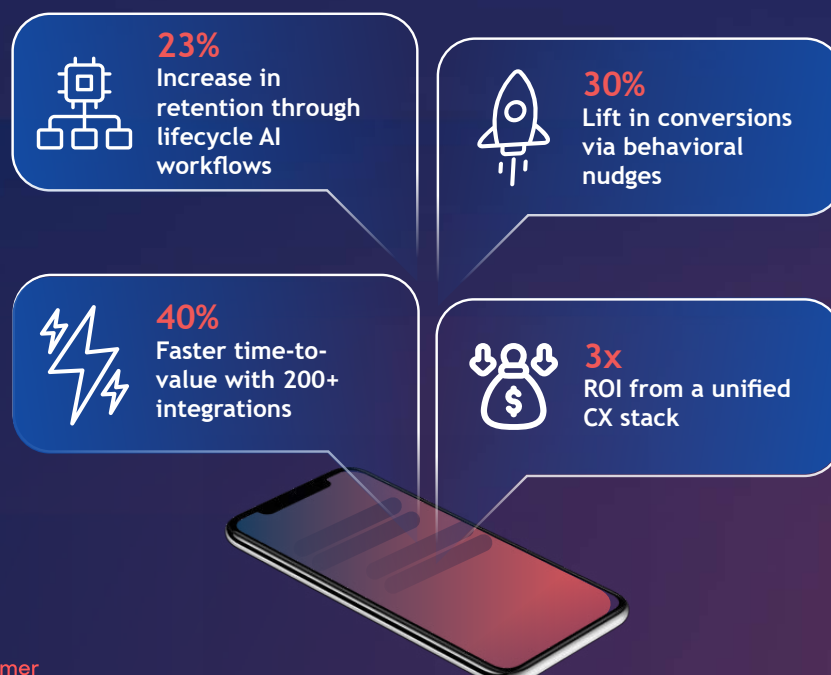
Great CX begins with resilient infrastructure

Beyond point solutions - Where cloud, data, AI, and engagement all come together



Unlike fragmented solutions that cover only parts of the CX journey, the **Tata Communications Kaleyra.ai Platform** is powered by a **robust, cost-effective, end-to-end infrastructure**—seamlessly connecting cloud to edge, data to AI, and security to connectivity. This comprehensive foundation reduces vendor complexity, accelerates time-to-value, and significantly lowers total cost of ownership—setting us apart from isolated solutions.

Driving business benefits



Why Kaleyra.ai?



Unified CX Platform

End-to-end integration of CCaaS, CPaaS, CDP, and AI for frictionless experiences



SLM-powered intelligence

Industry-tuned Small Language Models to deliver smarter CX with greater accuracy and lower cost



Vertical-specific AI

Pre-built agentic AI use cases tailored for Retail, BFSI, Airlines, Healthcare, and more



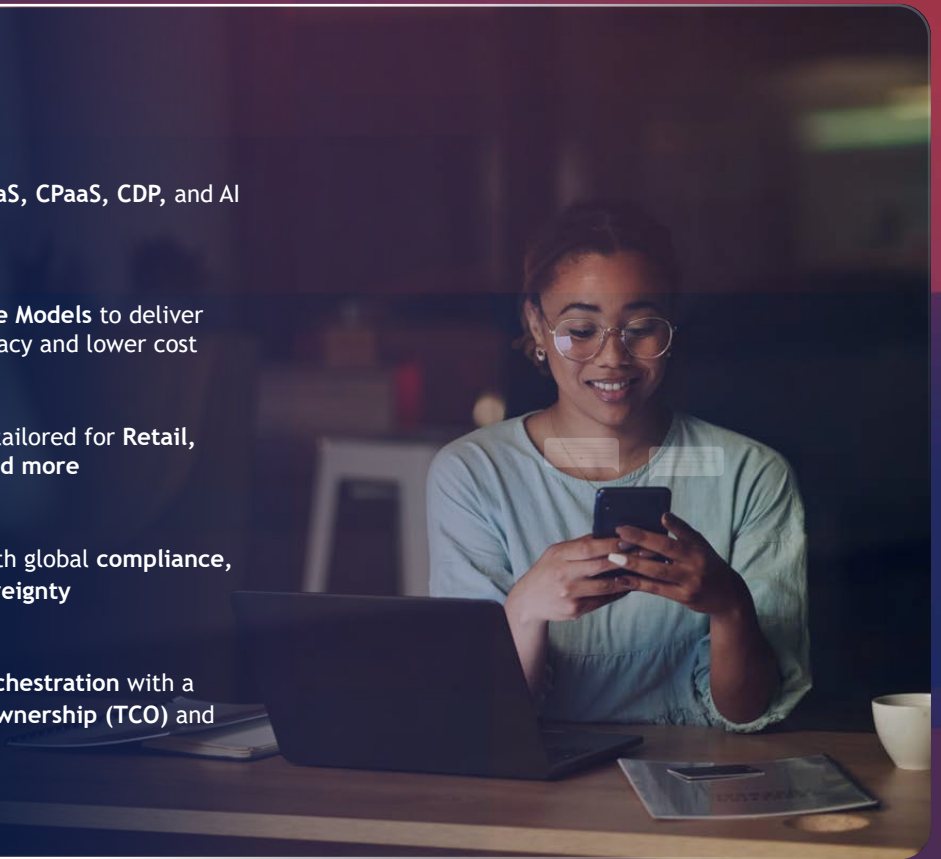
Enterprise-grade security

Enterprise-grade reliability with global compliance, ISO standards, and data sovereignty



Built for cost and scale

Optimised for planet-scale orchestration with a focus on lower total cost of ownership (TCO) and operational simplicity



Tata Communications

Trusted by enterprises. Proven at scale.



400+ Direct network operator connections



7000+ Customers served globally



190+ Countries of operations



300 Of fortune 500 companies served globally



80% Mobile subscriber traffic connected worldwide



30% Of the world's traffic carried on our network