

Company overview

Founded in 2016, headquartered in San Mateo, Yellow.ai is a global leader in Conversational AI, delivering autonomous, human-like experiences for customers and employees to accelerate enterprise growth.

About us

Yellow.ai's **Dynamic Automation Platform (DAP)** is built on multi-LLM architecture that is continuously trained on 2B+ conversations (quarterly) for scalability, speed, and accuracy.


Powered by Generative AI, the platform automates customer and employee experiences across 35+ text and voice channels and 135+ languages.

Trusted by over 1100 enterprises



 **Geographies:** US, LATAM, EMEA, APAC, Canada

 **Employees:** 740+

 **12+ industry verticals** including BFSI, Manufacturing, Oil & Gas, Retail, Utilities and more.

Key offerings

Conversational Service Cloud

Deliver real-time support to customers with seamless automation across text and voice channels.

Key benefits -

- 40% increase in CSAT
- 60% reduction in operational costs
- 90% queries self-served
- 50% faster time to market with Voice AI

Conversational EX Cloud

Get round-the-clock support with self-serve automation to address day-to-day IT & HR queries

Key benefits -

- 80% employee queries self-served
- 40% increase in ESAT
- 30% faster hiring and onboarding

Leader in Conversational AI recognized by

Gartner



Dynamic Automation Platform (DAP)

