Krista

Agentic Architecture for Enterprise Outcomes

Executive Summary

Enterprise AI adoption faces a significant risk: organizations are implementing AI one point-solution at a time. This fragmented approach creates "agent sprawl," complexity, and redundant costs similar to the early days of SaaS. Disconnected tools may drive tactical efficiency, but they fail to transform business outcomes because they lack a unified fabric to connect people and systems.

You need a winning strategy that embodies an enterprise-wide AI platform. This platform must govern, secure, and elegantly orchestrate your people, your systems, and your AI. Krista is the Agentic AI platform built for this specific challenge. It does not simply automate tasks; it orchestrates complete business outcomes.

Krista provides a unified stack to eliminate complexity. You gain the ability to build adaptable and transparent AI workflows that coordinate human teams and digital agents to execute complete business processes at machine speed.

Krista Architecture

To deliver enterprise outcomes, Krista has several architectural layers. You can visualize this stack as **Systems & Data at the bottom**, **Core Platform, AI, and ML services in the middle**, and **Agents & Conversations on top**, all fully governed and observable.

Enterprise Integration & Event Execution

Purpose: Connect Krista to the rest of the enterprise and provide the “nervous system” for events, data, and actions.

- **Connect to Enterprise Systems:** Krista utilizes system connectors and a unique NLP-based iPaaS to connect with your current ecosystem—CRM, HR, ITSM, ERP, finance tools, and custom applications.
- **Normalize Data & Actions:** Krista normalizes low-level API calls into aggregated business services, effectively treating them as intuitive business objects. This abstraction allows your subject matter experts to build and modify automations and agents using natural business language, rather than requiring them to understand technical API complexity.
- **Event Routing:** Krista captures events from your systems, such as webhooks, ticket updates, or contract status changes, and instantly converts them into triggers that initiate agentic workflows.
- **Context Bridge:** This layer maintains consistency across your IDs, roles, regions, and object references. This ensures long-running conversations span multiple tools without ever losing the business context.

Architectural Deliverables:

- A comprehensive catalog of system connectors
- An event taxonomy defining which system changes initiate Krista conversations.
- Data contracts and schemas for core entities (customer, employee, case, policy).
- **Composable Logic Library:** Instead of writing code, architects use atomic, composable building blocks to define complex workflows:
    - **Human Interaction:** Steps to notify users or pause automation for "human-in-the-loop" input and approvals.
    - **System Interoperability:** Steps to read/write data to SaaS apps and normalize APIs into business objects.
    - **Logic & Flow:** Steps for decision branching, recursion (loops), and calling sub-routines (other conversations).
    - **AI Execution:** Steps to invoke machine learning predictions or GenAI inference on demand.

AI & Decisioning

Purpose: Provide pluggable AI capabilities, including LLMs, custom ML, document understanding, and analytics, behind a stable abstraction so workflows do not depend on any single model or vendor. This enables you to interchange models and AI services based on speed, accuracy, and cost.

- **AI Infrastructure & Dynamic Model Routing:** Krista decouples your business logic from specific model providers. It treats LLMs as interchangeable utilities to optimize performance and cost.
- **Algorithmic Model Selection:** The platform utilizes a runtime routing engine that analyzes the complexity of every task. It assesses payload size, text density, or required reasoning depth. It dynamically routes requests to the most efficient model capable of the task by weighing throughput against capability, speed, or cost.
- **Krista LLM:** Your subscription includes access to the Krista LLM. This is a purpose-built multimodal model fine-tuned on open-source research data. This model handles the majority of standard automation tasks, such as entity extraction and summarization, delivering high accuracy without incurring third-party token costs.
- **Cost Governance:** This architecture prevents "token sprawl" by ensuring expensive flagship models are only invoked for specific tasks that require deep strategic reasoning. Routine operations automatically utilize faster, more cost-effective models.
- **Machine Learning:** Krista democratizes machine learning. It allows your domain experts to train and deploy custom models, such as classifiers and predictors, using historical business data. This frees your data science teams to focus on novel, high-value R&D rather than routine classification tasks.
- **Document Understanding:** The platform extracts structure and meaning from unstructured content, including contracts, invoices, forms, and emails. It feeds that intelligence directly into workflows.
- **Analytics & Scoring**: This capability uses model outputs, such as scores, risk levels, and priority, to drive branching logic in workflows. It determines who to notify or when to auto-approve.

Architectural Deliverables:

- A registry of active models (LLMs, classifiers, predictors) and the decisions they control.
- Training and feedback signals defining which user actions update the models.
- SLAs and requirements regarding latency budgets, accuracy thresholds, and safety policies.

Platform Capabilities

Purpose: Turn raw AI and integrations into reusable, purpose-built agents with clear responsibilities on driving a specific business outcome. Krista's core pattern is "many specialized agents coordinated by an orchestrator."

Krista provides a suite of capabilities, each with specific skills, system connections, and conversational interfaces:

- **Meeting Agent:** Joins calls, records, and summarizes discussions into a central knowledge base, and converts them into tasks, updates, and follow-ups.
- **Conversation Agent:** Captures meetings, email, and chat; builds a central searchable knowledge base based on role; and triggers workflows based on what was said or typed.
- **Document Understanding Agent:** Ingests and understands contracts, invoices, policies, and other documents, turning them into structured data to enable actions and outcomes.
- **Knowledge Agent:** Retrieves and grounds responses in your approved content (policies, product docs, HR content) to enable accurate, branded answers for specific audiences.
- **Machine Learning:** Builds and applies ML models based on your own historical decisions and business rules.
- **Orchestration:** The platform functions as a conductor, coordinating all other agents, systems, and people.
    - **Routing:** Determines which agent should handle a specific step.
    - **Sequencing:** Decides the order in which actions must run.
    - **Handoffs:** Manages the transition of work (e.g., from Conversation Agent → Document Agent → Human Approver).
    - **Recovery:** Handles errors, retries, and fallbacks.
    - **Monitoring:** Ensuring a complete, auditable outcome across departments.

Architectural Deliverables:

- A catalog of pre-built Krista agents and the services/systems/operations they own.
- Handoff rules between agents (e.g., "If confidence < X, escalate to human").
- Clear definitions of responsibilities for orchestrations versus specialized agents.

Conversation & Workflow Orchestration Capabilities

Purpose: Represent business processes as long-running, conversational workflows that weave together people, systems, and AI.

- **Conversational Workflows:** Krista conversations are long-lived automations, not short FAQ chats. They span multiple systems, people, and steps. A single workflow might ask HR to approve an exception, read a contract from the DMS, run ML scoring on risk, update the CRM, and only re-engage humans for exceptions.
- **Human-in-the-Loop:** Automation should not remove human judgment. Steps like “Inform a Person” and “Ask a Person” allow Krista to involve people by name, role, or group. Krista routes escalations with full context to the right person based on role and availability, ensuring the platform handles the volume while humans handle the exceptions.
- **Business-Friendly Logic:** Workflows are defined conversationally (“If the discount is over 20%, ask Finance to approve”), not as low-level scripts. This enables business process owners and subject matter experts to modify automations and business rules using Krista’s no-code steps. Branching conditions use any combination of system data, AI outputs (sentiment, predictions), and human responses.

Architectural Deliverables:

- A library of canonical workflows (onboarding, incident management, contract lifecycle).
- Workflow mappings detailing triggers, systems touched, agents involved, and human checkpoints.

User Experience & Krista Studio (No-Code + Multi-Channel)

Purpose: Give both technical and non-technical stakeholders a way to design, run, and interact with agents, automations, and business rules.

- **Krista Studio (No-Code Builder):** Business users and subject matter experts assemble agents and automations in Krista Studio using natural language, not code. They define steps like "Ask HR for approval" or "Use ML Agent to classify." Subject matter experts and business analysts define guardrails and blueprints, while business owners tweak the details based on changing business conditions.
- **Multi-Channel Experience:** The logic sits in one place (the orchestration layer), but Krista surfaces it wherever users already work:
  - Chat in Teams, Slack, and other collaboration tools.
  - Web widgets for customers and prospects.
  - Embedded experiences inside CRM/ITSM tools.
  - Email and SMS.
  - Voice and contact center integrations.
  - Krista's web client on desktop or mobile.

Security, Governance & Observability

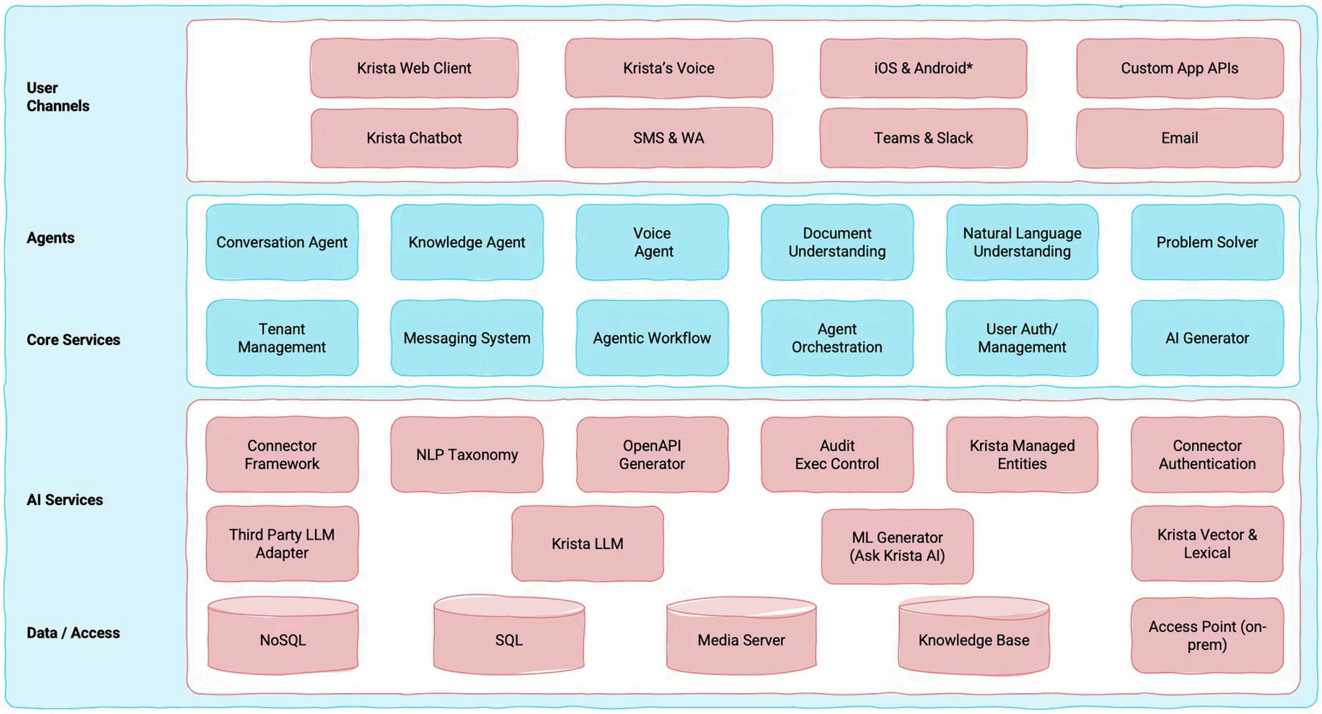
Purpose: Provide enterprise-grade security and governance:

- **Security & Access Control:** Krista enforces Role-Based Access Controls (RBAC) tied to your organizational structure and regional boundaries. Krista enforces data-residency boundaries, redaction rules, PII/PHI handling, and GDPR and HIPAA compliance to meet strict compliance requirements.
- **Governance & Explainability:** Krista emphasizes transparency. For policy and compliance scenarios, the platform **mitigates** hallucinations through strict Retrieval Augmented Generation (RAG) grounding and deterministic policy enforcement. Krista ensures agents operate within the boundaries of the enterprise content you provide.
- **Observability & Operations:** The platform provides central monitoring of workflow success, throughput, model metrics (accuracy, override rates), and channel usage. Comprehensive audit logs track who did what and when across all systems and agents.

Architectural Deliverables:

- RBAC models integrated with Identity Providers (Okta, etc.).
- Audit and logging requirements (retention policies, access rules).
- Monitoring dashboards for operations, business KPIs, and model performance.

Krista Platform Architecture



* Mobile Browser

Enterprise Deployment and Application Lifecycle Management

Purpose: Give IT leadership a controlled, disciplined software development lifecycle without the cost and operational overhead of maintaining separate pre-production environments. Krista's versioning model provides Draft, Test, and Live modes that support rapid iteration while maintaining enterprise-grade governance.

Draft, Test, and Live: A Lightweight but Rigorous Deployment Governance

Krista manages lifecycle control at the conversation and agent version level. This enables a complete SDLC process—design, review, testing, promotion, rollout—without duplicating hardware, connectors, or operational stacks.

- **Draft Version: Safe, Isolated Development -** All new automations begin as Draft versions. Drafts allow users to prototype workflow logic, experiment with business rules, and validate early ideas without any production risk.
- **Test Version: Preproduction Simulation Without Preproduction Hardware -** When a Draft is ready for validation, teams promote it to Test. Test mode simulates user inputs, system calls, and AI outputs to verify correctness, compliance, and end-to-end behavior without affecting Live operations.
- **Live Version: Controlled Production Deployment -** After validation, IT promotes workflows to Live, ensuring predictable behavior, auditability, and enforcement of all IT guardrails. Business users cannot modify Live logic directly.

Guardrails and Change Control Owned by IT

IT defines connectors, data access policies, approved AI models, and publishing rights. Business users innovate inside those constraints, eliminating shadow IT while preserving agility.

- **Versioning, Comparison, and Instant Rollback** - Krista maintains a complete version history of every agent and workflow. Teams can compare versions, trace changes, and instantly roll back to a stable build when needed.
- **Hybrid Deployment and Secure Connectivity** - The Krista Appliance runs in managed Kubernetes IaaS, while the secure Access Point connects Krista to internal systems behind your firewall. Sensitive internal data remains inside your network, while cloud integrations remain simple and controlled.

Architectural Deliverables

- Draft → Test → Live deployment model
- Versioning, diffing, and rollback capabilities
- IT-owned guardrails and Access Point policies
- Hybrid deployment architecture with secure connectivity

Flexible Enterprise Deployment Models

Purpose: Provide IT leadership with a clear topology of the platform and the operational realities of each deployment model, ensuring alignment on security, cost, and compliance.

To evaluate the right fit for your enterprise, you must first understand the core components of the platform and the non-negotiable operational standards that apply to every deployment, regardless of where the infrastructure lives.

Core Platform Components

Instance: A complete, multi-tenant deployment of Krista that delivers the required services to host multiple workspaces and orchestrates interactions with data appliances and access points. Krista DevSecOps automates and manages all deployment, updates, and migrations on Kubernetes-based infrastructure.

Workspace: A single logically segregated tenant within a Krista Instance, typically dedicated to a specific customer. Isolation is enforced via separate databases, isolated file systems, and strict API authentication.

Data Appliance: Stores all data for the connected workspace(s). Data never resides outside these services except for transient caching required for latency-sensitive use. This is delivered as a set of Kubernetes Services.

Access Point: A component responsible for hosting extensions and enabling Krista connectivity to customer applications. Delivered as Kubernetes or Docker components, every Krista Instance requires at least one Access Point.

LLM Infrastructure: You retain flexibility regarding which LLMs you use and when. You may connect to the Krista Cloud from your Instance, utilize third-party providers (OpenAI, Azure, etc.), deploy private GPU-based servers to run Krista LLMs locally, or use any combination of these methods. Most enterprise customers utilize a hybrid approach, accessing both Krista LLMs and third-party models.

Instance

A complete, multi-tenant deployment of Krista that delivers the requires services to host multiple workspaces and orchestrating interactions with appropriate data appliances and access points.

Deployment, updates, and migrations are automated and managed by Krista DevSecOps.

The Instance is deployed into Kubernetes-based Infrastructure.

Workspace

A single logically segregated tenant within a Krista Instance that is typically dedicated a specific customer and delivers the Krista Studio and Krista Client.

Workspaces are isolated by separate databases within the same engine, isolate file systems, authentication of every API call into and within Krista, and many other means.

Data Appliance

Stores all data for the connected workspace(s). Data is not stored outside the data services at any time except for transient caching of latency-sensitive use.

Delivered as a set of Kubernetes Services that can be hosted in a variety of ways.

This approach is considered the most challenging to operationalize.

Access Point

A component in Krista that is responsible for hosting extensions, enabling Krista connectivity to customer applications and data.

Delivered as Kubernetes or Docker components that can be hosted in a variety of ways. Many Access Points may be used in a single deployment.

Every Krista Instance has at least one Access Point deployed.

Operational Standards: The "SaaS Everywhere" Model

It is critical to understand that **Krista is SaaS**, regardless of whether the hosting provider is Krista or your own team. This is an operational obligation you accept with the platform.

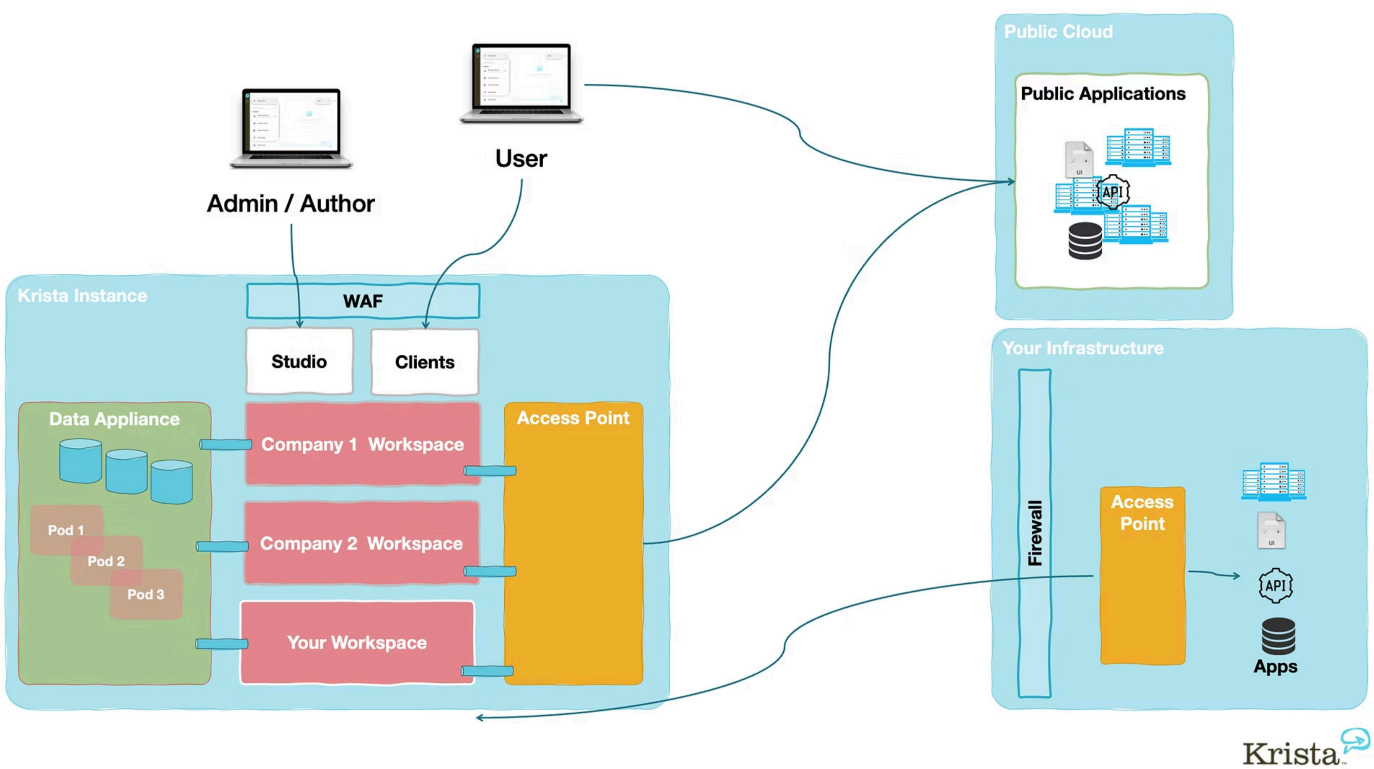
- **Non-Negotiable Access:** Our obligation to monitor, maintain, and secure our IP remains constant. Therefore, zero-day patching is non-negotiable. We do not accept restricted access to our software; Krista DevSecOps must have continuous connectivity to monitor and patch the environment.
- **Cost Reality:** While self-hosting may appear to save on direct infrastructure costs, these savings are typically offset by increased labor costs required to manage environment sprawl. Experience shows that hybrid or dedicated customers frequently consume significant support hours for non-Krista related infrastructure issues.

Krista SaaS Deployment (Public Cloud)

Best For: Speed, simplicity, and global accessibility.

In this standard model, the entire Krista Instance and Data Appliance run in the Krista Public Cloud.

- **Managed Infrastructure:** Krista manages all compute and storage.
- **Security:** Users access via web; internal systems connect via a secure on-premise **Access Point**.
- **Compliance:** Full adherence to Krista's audit standards and certifications.

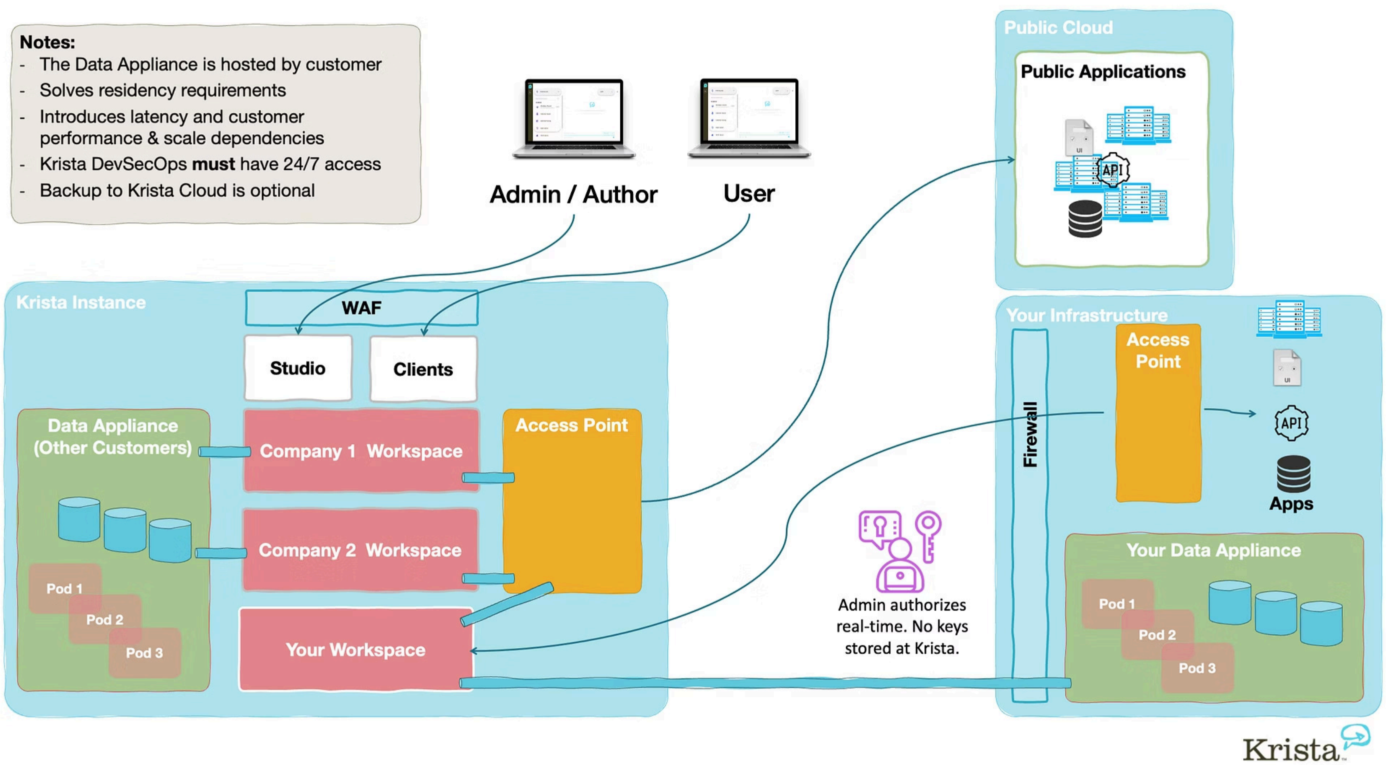


Krista Data Appliance Deployment (Hybrid Cloud)

Best For: Strict data residency requirements where sovereignty outweighs operational complexity.

The Instance runs in the Krista Public Cloud, but you host the Data Appliance in your data center.

- **Data Sovereignty:** Data stays on your premises to meet regulatory needs.
- **Latency Trade-off:** You must account for latency as data travels between your on-premise Appliance and the cloud-based Instance.
- **Operational & Audit Impact:** This approach is the most challenging to operationalize. Because part of the system is hosted by a non-certified third party (you), we cannot adhere to standard controls regarding facilities, DR, or systems management. Consequently, **we must list you as a 'sub-service organization' and exclude your deployment from our compliance audits.**

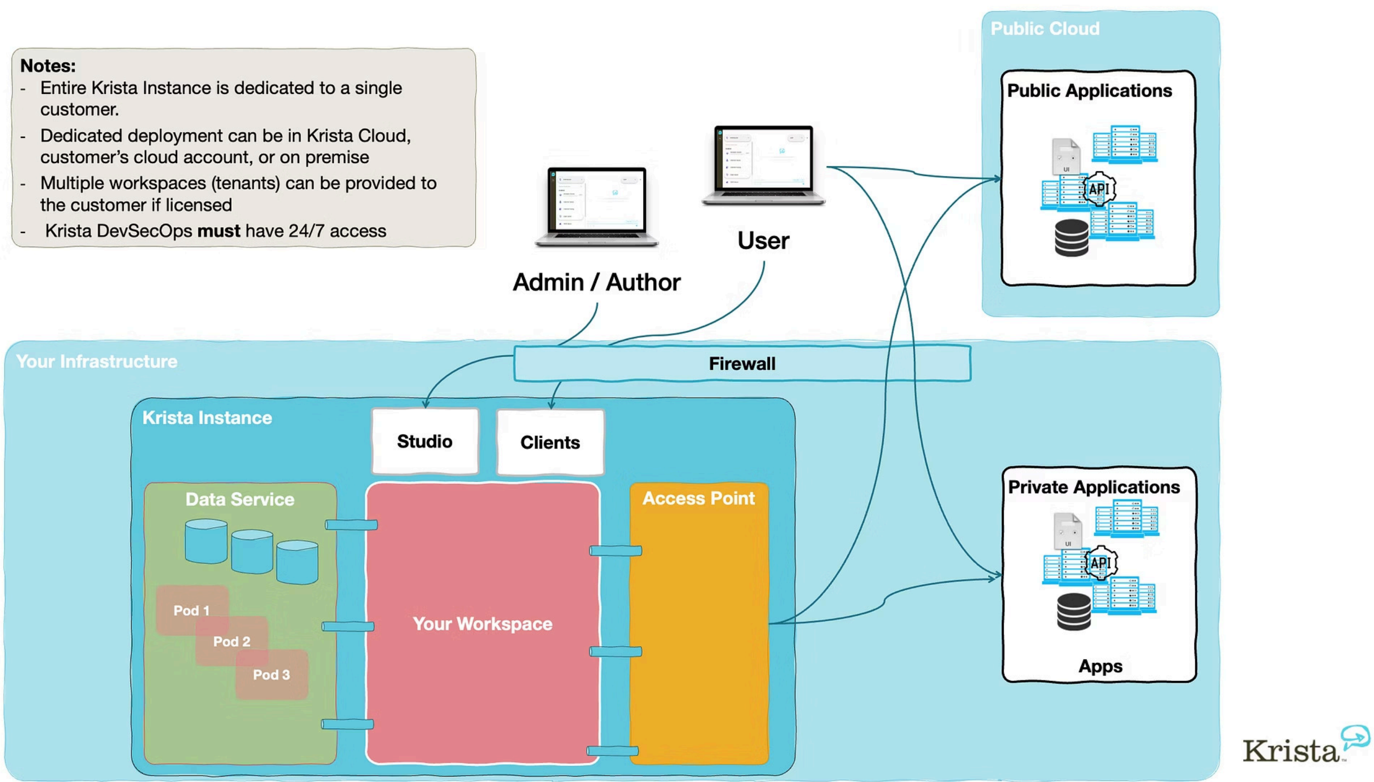


Krista Dedicated Cloud Deployment

Best For: Maximum isolation and single-tenant security.

A dedicated Krista Instance deployed solely for your organization.

- **Deployment Flexibility:** Can be deployed in the Krista Cloud, your private cloud, or on-premises.
- **Operational & Audit Impact:** As with the Appliance model, if you host this infrastructure, we must exclude your deployment from our standard audits and list you as a sub-service organization. Krista DevSecOps requires 24/7 access to ensure security integrity.



Conclusion

The Krista Agentic Platform provides a complete technology stack to transform your business. Krista includes the robust infrastructure, integration, orchestration, and agent frameworks required to orchestrate business processes in a modern enterprise.

You will no longer rely on disconnected point solutions or fragile integration scripts. You will instead leverage a unified platform that orchestrates your people, systems, and AI to achieve strategic outcomes.

Eliminate the complexity of agent sprawl. Adopt the platform built to deliver clarity, security, and speed.

Visit krista.ai to begin your transformation.

Sources

1. What is Krista? The Agentic AI Platform, Krista Software, Inc.,
2. Choosing the Right Agentic Platform: A Comparison of Leading Agentic Platforms, Krista Software, Inc.

About Krista

Founded on the vision of conversational orchestration, Krista provides enterprises with a unified platform that eliminates system sprawl while delivering AI and automation at scale.

Krista empowers organizations to build adaptable, transparent AI-led workflows that orchestrate people, systems, and artificial intelligence, all through a human-centered, conversational interface.

Visit krista.ai or connect with us on social media to learn how we're helping enterprises avoid AI agent sprawl and achieve true digital transformation.

krista.ai