

## **Conversational AI – Technology Provider Compendium 2023**

November 2022: Complimentary Abstract / Table of Contents



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## **Background and scope of the research**

Conversational AI solutions have undergone unprecedented growth post-pandemic across the globe. Enterprises showed a greater propensity to leverage these solutions to provide superior CX, drive customer acquisition, and create market differentiation. Businesses across the globe are realizing the importance of conversational AI solutions to serve customers across different industries on a spectrum of digital channels and fulfill enterprise needs as well as support internal processes such as HR support, IT helpdesk, sales, F&A, and marketing. Increasing sophistication of technology such as omnichannel deployment, agent-assist, multi-language support, tracking of customer journeys, enhanced AI capabilities, and demand for self-serve solutions and personalized customer experience are driving the adoption of these solutions in the market. There exists a huge opportunity for conversational AI providers to cater to the rising market demand while expanding their product capabilities to make them more powerful, holistic, and amenable to wide-scale adoption. With this growing impact of conversational AI platforms, it becomes critical for an enterprise to pick solutions that meet their current business requirements with room to accommodate future needs.

Conversational AI is a network of advanced technologies and solutions that integrate and communicate with each other to share information across systems in a contact center environment. Conversational AI offers multi-pronged solutions that include improving the overall contact center efficiency, both customer and agent experience, by leveraging advanced technologies such as Intelligent Virtual Agents (IVA), agent-assist solutions, sentiment analysis, analytics, insights, API integrations, and other automation solutions such as RPA. The offerings are built over powerful artificial intelligence and machine learning capabilities. The scope of this study covers global leading technology providers that offer these solutions on independent licensing.

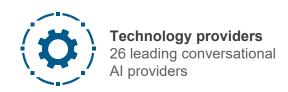
#### In this study, we analyze the conversational AI technology provider landscape across various dimensions:

- Everest Group's PEAK Matrix® evaluation a comparative assessment of 26 leading conversational AI technology providers
- Competitive landscape in the conversational AI technology provider market
- Remarks on key strengths and limitations for each conversational AI technology provider

#### Scope of this report:

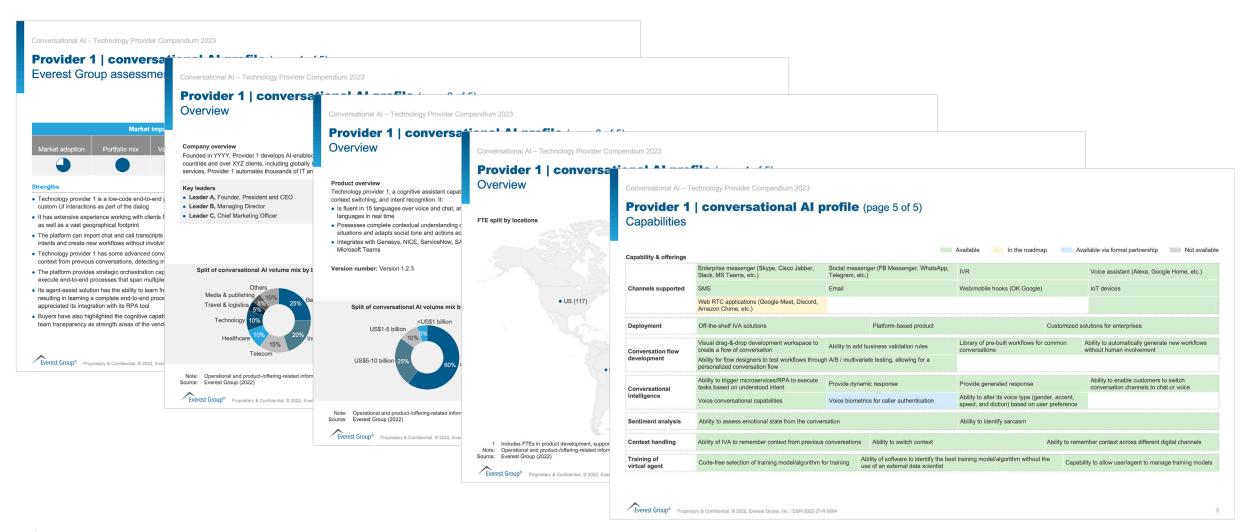








## This study provides a detailed view of technology providers' conversational AI offerings & capabilities; attached below are the charts to illustrate the depth of the report





## **Research calendar**

## Customer Experience Management (CXM) Services

	Published	Planned	Current release	
Reports title			Release date	
Enterprise Technical Support			June 2022	
Transforming Customer Experience (CX) Operations			July 2022	
Catering to Global Customer Experience Management (CXM) Requirements: What It Means to Be a Truly Global Service Provider			July 2022	
Customer Experience Management (CXM) in the Americas – Service Provider Landscape with PEAK Matrix® Assessment 2022			August 2022	
Navigating the Digital CXM Transformation Journey			August 2022	
Customer Experience Management (CXM) in APAC – Service Provider Landscape with PEAK Matrix® Assessment 2022			August 2022	
Customer Experience Management (CXM) in EMEA – Service Provider Landscape with PEAK Matrix® Assessment 2022			August 2022	
Conversational AI – Technology provider Landscape with Products PEAK Matrix® Assessment 2022			September 2022	
Conversing with AI – Conversational AI State of the Market Report 2023			November 2022	
Buyer Satisfaction with conversational AI – Exploring the Buyers' perception of the market			November 2022	
Conversational AI – Technology Provider Compendium 2023			November 2022	
Customer Experience Management (CXM) in the Americas – Service Provider Compendium 2023			Q4 2022	
Customer Experience Management (CXM) in APAC – Service Provider Compendium 2023			Q4 2022	
 Customer Experience Management (CXM) in EMEA – Service Provider Compendium 2023			Q4 2022	
Customer Experience Management (CXM) in Healthcare – Service Provider Landscape with PEAK Matrix® Assessment 2023			Q4 2022	

Note: Click to see a list of all of our published Customer Experience Management (CXM) Services reports



## **Research calendar**

## Service Optimization Technologies (SOT)

	Published	Planned	Current release	
Reports title			Release date	
Intelligent Process Automation (IPA) – Solution Provider Compendium 2022			May 2022	
Intelligent Document Processing (IDP) – Technology Provider Compendium 2022			June 2022	
Process Mining – Technology Provider Landscape with Products PEAK Matrix® Assessment 2022			June 2022	
Intelligent Document Processing (IDP) – State of the Market Report 2022			July 2022	
Process Mining – Technology Provider Compendium 2022			July 2022	
Task Mining – Technology Provider Landscape with Products PEAK Matrix® Assessment 2022			August 2022	
Conversational AI – Technology Provider Landscape with Products PEAK Matrix® Assessment 2022			September 2022	
Process Mining – State of the Market Report 2022			September 2022	
Robotic Process Automation (RPA) Provider Landscape with Products PEAK Matrix® Assessment 2022			October 2022	
Scaling Automation Across the Enterprise			October 2022	
Conversing with AI – Conversational AI State of the Market Report 2023			November 2022	
Buyer Satisfaction with conversational AI – Exploring the Buyers' perception of the market			November 2022	
 Conversational AI – Technology Provider Compendium 2023			November 2022	
 Process Mining in Global Business Services (GBS)			Q4 2022	
 Robotic Process Automation (RPA) Provider Compendium 2023			Q4 2022	

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