



Conversational AI Products – Provider Compendium 2024

October 2024: Complimentary Abstract / Table of Contents

Provider Compendium
Customer Experience Management Services, Service Optimization Technologies



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Customer Experience Management Services and Service Optimization Technologies

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- ▶ Amazon Web Services (AWS)
- ▶ Application Services
- ▶ Artificial Intelligence (AI)
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- ▶ Insurance Technology (InsurTech)
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- ▶ Microsoft Azure
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- ▶ Network Services and 5G
- ▶ Oracle Services
- ▶ Outsourcing Excellence
- ▶ Payer and Provider Business Process
- ▶ Payer and Provider Information Technology
- ▶ Payment Integrity Solutions
- ▶ Price Genius – AMS Solution and Pricing Tool
- ▶ Pricing Analytics as a Service
- ▶ Process Intelligence
- ▶ Process Orchestration
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- ▶ Retirement Technologies
- ▶ Revenue Cycle Management
- ▶ Rewards and Recognition
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Locations: costs, skills, sustainability,
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Introduction

Conversational AI has revolutionized the way businesses and individuals interact with technology. Initially, traditional chatbots managed basic tasks and customer support inquiries, but the emergence of generative AI and Large Language Models (LLMs) has dramatically shifted conversational AI trends. These advanced AI systems generate human-like text, enabling more natural and context-aware conversations. This leads to improved customer experiences, streamlined operations, and enhanced accessibility.

Organizations are increasingly adopting generative AI to enhance their agent-assist capabilities, including functions such as call summarization and next-best-action recommendations. Generative AI also holds the potential to significantly boost performance of various tools that can enhance transcriptions, improve data quality, assess multi-modal sentiments, analyze agent behaviors, and offer other valuable functionalities.

Further, increasing innovation and sophistication of LLMs, related products, and services are driving higher adoption rates. Companies are leveraging these technologies to develop new applications and enhance the existing ones, marking a pivotal moment in technological evolution. The distinction between human and machine interactions continues to blur, showcasing the transformative power of conversational AI in today's digital landscape.

This report includes the profiles of the following 26 leading conversational AI providers: Amelia, Avaamo, CM.com, Creative Virtual, DRUID, Engageware, Genesys, Gnani.ai, Gupshup, Haptik, Hyro.ai, IntouchAI by IntouchCX, Kore.ai, Laiye, Leena AI, NICE, NTT DATA, Omilia, OneReach.ai, OpenDialog, Rezo.ai, Resolve.ai, Sprinklr, Uniphore, Ushur, and Yellow.ai

Scope of this report

Geography: Global

Industry: All

Products: Conversational AI

Overview and abbreviated summary of key messages

Overview

This report features detailed profiles of 26 leading conversational AI technology providers to assist conversational AI buyers in selecting providers that can serve their needs. It allows technology providers to compare their offerings, capabilities, strengths, and limitations with other providers in the marketplace.

Some of the findings in this report, among others, are:

Each technology provider profile covers the following details of providers' conversational AI offerings and capabilities:

- Company overview
- Product overview
- Recent investments and announcements
- Market adoption and partnership overview
- FTEs by function
- Product features, functionalities, and key enhancements
- Product capabilities
- Key partnerships

The Conversational AI Products – Provider Compendium 2024 report has over 26 provider profiles

Provider 1 profile (page 1 of 8)
Overview

Company overview
Provider 1 enables businesses to advertise, engage, and unified customer profiles. Provider 1 revenue while optimizing costs. Its clientele include RCS, Instagram, and web.

Headquarter(s): San Francisco, California

Key leaders

- XYZ, Co-founder and CEO
- XYZ, Co-founder and CEO
- XYZ, Co-founder and CEO

Key clients

- XYZ
- XYZ

Product overview
Provider 1 enables brands to make communicative customer segments, engage customers across the code journey builder helps deploy virtual agents visibility into past customer interactions. The platform campaigns, and sell more through a conversational turned models to make bot interactions more accurate with third-party commercial marketing automation.

Version number: Not disclosed

Note: Operational and product-offering related information as of December 2022
Source: Everest Group (2024)

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Provider 1 profile (page 2 of 8)
Overview

Split of conversational AI revenue mix

Split of conversational AI revenue mix

Not available

Note: Operational and product-offering related information as of December 2022
Source: Everest Group (2024)

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Provider 1 profile (page 3 of 8)
Overview

Provider's location footprint (countries)

Center type Americas (North and Latin America)

Delivery / Operational centers XYZ

Sales office XYZ

Note: Operational and product-offering related information as of December 2022
Source: Everest Group (2024)

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Provider 1 profile (page 4 of 8)
Capabilities

Channels supported

- Enterprise messenger (Skype, Cisco Jabber, Slack MS Teams, etc.)
- SMS
- Web RTC applications (Google Meet, Discord, Amazon Chime, etc.)

Deployment

- Off-the-shelf conversational AI solutions

Conversational flow development

- Has the capability to automatically create new workflows involving a human agent

Conversational intelligence

- Provides dynamic response
- Ability of the solution to trigger microservices/RPA to execute tasks based on the understood intent
- Ability to enable customers to switch conversational channels to chat or voice

Sentiment analysis

- Ability to assess emotional state from the conversation

Note: Product-offering related information as of December 2022
Source: Everest Group (2024)

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Provider 1 profile (page 5 of 8)
Capabilities

Image recognition

- Ability to recognize objects, emotions, faces, scene

Other AI/cognitive capabilities

- Ability to send push notifications to enable outbound

Intent/Entity extraction

- Ability of solution to identify entities and extract key information (names, date, etc.)

Agent assist capabilities

- In-built agent assist capabilities
- Integrated RPA capabilities
- Skill-based agent routing

Language

- Ability to translate between languages seamlessly

Note: Product-offering related information as of December 2022
Source: Everest Group (2024)

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Provider 1 profile (page 6 of 8)
Capabilities

Training of virtual agent

- Ability to learn from its interactions with users and improve its responses over time

Knowledge management

- Ability of the solution to ingest FAQs in the system through doc or RPA

Interoperability

- Ability to allow users to build custom APIs from within

Monitoring and improvements

- Text analytics capabilities
- Supports unsupervised learning
- Ability to continuously monitor its own performance (live tracking)

Large Language Models (LLMs) / Generative AI

- Ability to leverage LLMs to create a flow of conversation
- Ability to prepare draft e-mail responses and business documents

Note: Product-offering related information as of December 2022
Source: Everest Group (2024)

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Provider 1 profile (page 7 of 8)
Capabilities

Hosting options

- Server/On-premise

Client training

- Training and certification by provider
- Classroom training

Commercial model

- Fixed capacity-based

Key areas of enhancement in the latest product

- XYZ
- XYZ
- XYZ

Note: Product-offering related information as of December 2022
Source: Everest Group (2024)

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Provider 1 profile (page 8 of 8)
Capabilities

[ILLUSTRATIVE]

Advanced analytics	
RPA/Automation	
Artificial Intelligence (AI) / Conversational AI	
Omnichannel / Agent Assist	
Cloud/Hosting	
Others	

Note: Product-offering related information as of December 2022
Source: Everest Group (2024)

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Research calendar

Customer Experience Management Services

	Published	Current release	Planned
Reports title	Release date		
Achieving Digital Customer Experience Management's (CXM) Full Potential with the Generative AI Revolution			December 2023
Conversational AI – State of the Market Report 2023 – Update			December 2023
Customer Experience Management (CXM) – Provider Compendium 2023			December 2023
Strategic Keys: Unlocking the Potential of Customer Experience Management			February 2024
Customer Experience Management (CXM) Services CXO Insights: Key Issues Report 2024			February 2024
Generative AI in CXM: Assessing Enterprise Readiness for this Disruptive Transformation			March 2024
Lead with Empathy: Handle Care with Care			May 2024
Future-ready Customer Experiment Management (CXM): Trends Driving the BFSI Industry			June 2024
Consumer Readiness for Generative AI Adoption in CXM			June 2024
Navigating AI Adoption: Transforming CX in Regulated Industries			July 2024
Conversational AI Products PEAK Matrix® Assessment 2024			July 2024
Conversational AI Products – Provider Compendium 2024			October 2024
Customer Experience Management (CXM) Services PEAK Matrix® Assessment 2024			Q4 2024
Contact Center-as-a-Service (CCaaS) PEAK Matrix® Assessment 2024			Q4 2024
Customer Experience Management (CXM) – Provider Compendium 2024			Q4 2024

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Research calendar

Service Optimization Technologies

	Published	Current release	Planned
Reports title	Release date		
Robotic Process Automation (RPA) Products PEAK Matrix® Assessment 2023			October 2023
Innovate or Stagnate: The Generative AI Imperative			November 2023
Robotic Process Automation (RPA) State of the Market 2023			December 2023
Generative AI Solutions – Provider Compendium 2023			December 2023
Revolutionizing Contact Centers			February 2024
Intelligent Process Automation (IPA) PEAK Matrix® Assessment 2024			March 2024
Intelligent Document Processing (IDP), Banking-specific IDP, and Insurance-specific IDP Products PEAK Matrix® Assessments 2024			April 2024
Intelligent Process Automation (IPA) Solutions – Provider Compendium 2024			May 2024
The Indispensable AI Duo: Transforming Experiences with Generative AI and Conversational AI			June 2024
Paving the Way for a Future-ready Enterprise: Intelligent Process Automation (IPA) State of the Market 2024			June 2024
Conversational AI Products PEAK Matrix® Assessment 2024			July 2024
Conversational AI Products – Provider Compendium 2024			October 2024
Conversational AI – State of the Market 2024			Q4 2024
Intelligent Automation Platform (IAP) – Technology Provider Landscape with PEAK Matrix® Assessment 2024			Q4 2024
Digital Interaction Intelligence Products PEAK Matrix® Assessment 2024			Q4 2024
Process Orchestration – Technology Provider Landscape with Products PEAK Matrix® Assessment 2024			Q4 2024

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