



Conversational AI for IT Management Products – Provider Compendium 2024

October 2024: Complimentary Abstract / Table of Contents

Provider Compendium
Digital Workplace



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- ▶ Mortgage Operations
- ▶ Multi-country Payroll
- ▶ 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
- ▶ Procurement and Supply Chain
- ▶ Recruitment
- ▶ Retail and CPG
- ▶ Retirement Technologies
- ▶ Revenue Cycle Management
- ▶ Rewards and Recognition
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Introduction

IT management, once viewed as a mere troubleshooting function, has transitioned into a holistic entity that nurtures Employee Experience (EX) and streamlines business operations. Leading this transformation is conversational AI, which serves as a powerful gateway for organizations on their AI journey, translating AI capabilities into measurable business benefits such as elevating user experience, productivity, and cost efficiency.

There has been continuous innovation in the conversational AI landscape; however, the rise of generative AI and Large Language Models (LLMs) marks a tectonic shift. These technologies can generate human-like text, enabling more natural and context-aware conversations. Generative AI can significantly boost the performance of these platforms by enhancing their conversational intelligence and cognitive capabilities, improving data security and quality, assessing multi-modal sentiments, analyzing agent behavior, enhancing virtual agent training, and providing other valuable functionalities.

These dynamics have led to widespread adoption and increased dependency on conversational AI platforms by organizations, especially for IT management support, uncovering new opportunities for growth, and expansion within IT management.

This report includes the profiles of the following 12 leading conversational AI for IT management technology providers : Ada, Amelia, Avaamo, DRUID, HCL DRYiCE, Hyro.ai, Konverso, Kore.ai, Leena AI, OneReach.ai, Rezolve.ai, and Stefanini SophieX

Scope of this report

Geography: Global

Product: Conversational AI for IT management

Technology providers: 12 leading conversational AI for IT management technology providers

Overview and abbreviated summary of key messages

Overview

This report provides comprehensive and fact-based snapshots of 12 conversational AI for IT management technology providers and analyzes their capabilities. It enables providers to benchmark their capabilities against their peers, while buyers can assess the providers based on their desired set of capabilities.

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

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

- Company and product overview
- Recent investments and announcements
- Market adoption and key partnerships overview
- Product features and capabilities

The Conversational AI for IT Management Products Provider Compendium 2024 report has over 12 provider profiles

Provider 1 profile (page 1 of 3)
Overview

Company overview
Provider 1 has more than two decades of experience building and delivering automation and conversational AI platforms to enterprises. It has offices in the US, Europe, and Asia Pacific and offers industry-leading solutions. Provider 1 has been helping enterprises drive revenue in conversational experiences and enable productivity through intelligent automation. It partners with its clients to implement proven use cases and to discover new ones.

Headquarters: New York City, New York **Website:** XYZ

Key clients include

- XYZ
- XYZ
- XYZ

Product overview
XYZ is a cognitive software agent that listens and interacts with users to solve problems through multi-modal conversations.

Version number: XYZ v6.5

Note: Operational and product-offering-related information as of December 2023, collected as part of the study / based on Everest Group estimates
Source: Everest Group (2024)

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Provider 1 profile (page 2 of 3)
Overview

Recent deals and announcements [NOT EXHAUSTIVE]

- 2024: XYZ
- 2023: XY
- 2023: XY
- 2022: XY

Market adoption

Split of conversational AI volume mix by buyer industry

Split of conversational AI volume mix by geography

Split of conversational AI volume mix by buyer size

115,360,500 million (A\$1...)

Key partnerships

Partner name	Details
Wipro	XYZ
UIPath	XYZ
Blue Prism	XYZ
NVIDIA	XYZ
Intel	XYZ
Microsoft	XYZ

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Provider 1 profile (page 3 of 3)
Capabilities and offerings

[REPRESENTATIVE LIST] [NOT EXHAUSTIVE]

Proprietary digital solutions

Development	Details
Conversational flow development	XYZ
Natural Language Processing	XYZ
Conversational Intelligence	<ul style="list-style-type: none"> • XYZ • XYZ
Sentiment analysis	<ul style="list-style-type: none"> • XYZ • XYZ
Context handling	<ul style="list-style-type: none"> • XYZ • XYZ
Image recognition	XYZ
Intent extraction	XYZ
Agent assist capabilities	<ul style="list-style-type: none"> • XYZ • XYZ

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Research calendar

Digital Workplace

	Published	Current release	Planned
Reports title	Release date		
Digital Workplace Services PEAK Matrix® Assessment 2023 – North America			September 2023
Digital Workplace Services PEAK Matrix® Assessment 2023 – Europe			September 2023
Shifting Gears: Embracing Experience Level Agreements (XLAs) for Experience Excellence			December 2023
Digital Workplace Enterprise Pulse 2024: Top 5 Service Providers Delivering Superior Value across North America and Europe			February 2024
Unified Communication & Collaboration (UCC) Specialist Services Peak Matrix® Assessment 2024			March 2024
Contextualizing Your Workplace			March 2024
Digital Workplace State of the Market: Trust Loss in the More-with-Less Era			March 2024
Enterprise Playbook to Adopting Copilots			April 2024
Unified Communication & Collaboration (UCC) Specialist Services – Provider Compendium 2024			June 2024
Conversational AI for IT Management Products PEAK Matrix® Assessment 2024			July 2024
Digital Workplace Services PEAK Matrix® Assessment 2024 – Europe			August 2024
Digital Workplace Services PEAK Matrix® Assessment 2024 – North America			August 2024
Digital Workplace Services Compendium 2024			August 2024
Digital Workplace Services for Mid-market Enterprises PEAK Matrix® Assessment 2024			October 2024
Conversational AI Platforms for IT Management – Provider Compendium 2024			October 2024
Microsoft Modern Work: Unveiling the Top Specialist Service Providers Shaping the Future of Work			Q4 2024
Digital Workplace Services - Mid-market Enterprises – Provider Compendium 2024			Q4 2024

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