

# Conversational AI for IT Management Products – Provider Compendium 2024

October 2024: Complimentary Abstract / Table of Contents



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- ▶ Oracle Services
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Locations: costs, skills, sustainability, portfolios

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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 Al journey, translating Al capabilities into measurable business benefits such as elevating user experience, productivity, and cost efficiency.

There has been continuous innovation in the conversational Al landscape; however, the rise of generative Al and Large Language Models (LLMs) marks a tectonic shift. These technologies can generate human-like text, enabling more natural and context-aware conversations. Generative Al 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 Al 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 Al, 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

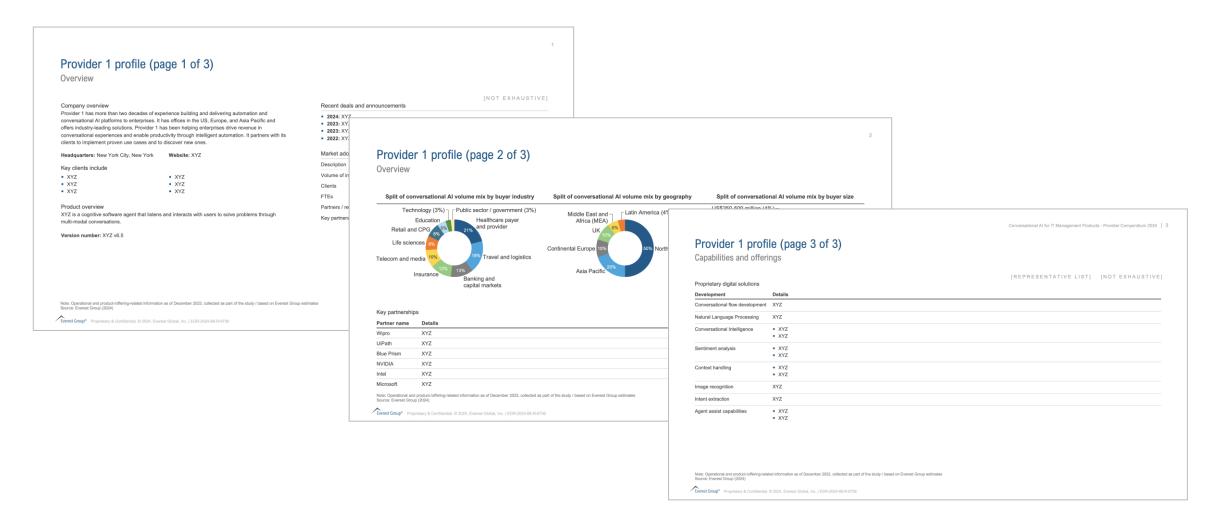
This report provides comprehensive and factbased snapshots of 12 conversational AI for IT management technology providers and analyzes their capabilities. It enables providers to benchmark their capabilities against their peers, while buyers can assess the providers based on their desired set of capabilities.

#### 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



### 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
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