## EVOTEK Labs

## Labs' Take

**Problem**

Call agents have finite knowledge, limited bandwidth, and encounter language barriers leading to reduced customer satisfaction, longer call times, increased costs, and call agent churn.

**Solution**

Conversational AI leverages natural language understanding and context-aware communication to provide accurate, unique, and meaningful responses that enhance user experience.

**Result**

Introducing Conversational AI leads to:
- Increased efficiency
- Improved customer satisfaction
- Reduced operational costs and churn
- More strategic call agent assignments

**Findings**

- "Serial Responders" are losing to "Contextual Dialogue" solutions.
- Incumbents are acquiring newer technologies.
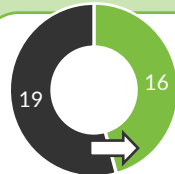- Organizations are investing in Conversational AI.

## The Trends

**Companies**

10
25

- Incumbents
- Entrants
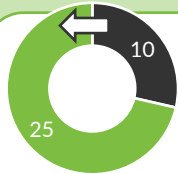
Entrants significantly outnumber incumbents. Incumbents will acquire entrants during the next 18–24 months.

**Approaches**

19    16

- Contextual Dialogue
- Serial Responder

While Serial Responders have dominated the space, Contextual Dialogue solutions are rapidly gaining ground. Serial Responders must pivot to stay relevant.

**Maturity**

Early Adopter

Contextual Dialogue Conversational AI solutions are becoming a requirement to most contact centers to stay competitive.

**Investment**

Heavy

Venture capital has put significant funding into Conversational AI, and we expect this to increase. Contextual Dialogue solutions will receive the bulk of investments.

## The Players

**Request a Review**

**Serial Responder**

- pypestream
- Quiq
- kore.ai
- ultimate.ai
- Forethought
- boost.ai
- botco.ai
- replicant
- yellow.ai
- capacity
- sprinklr
- AISERA
- [24]7.ai
- SATISFI LABS
- ada
- dialpad
- aivo
- DRUID
- Five9

**+2,000 others**

**Contextual Dialogue**

- Kasisto
- born DIGITAL
- Dasha Artificial Intelligence
- hyro
- nlx
- aigo.ai
- clinc
- OpenAI
- Gridspace
- Level AI
- PolyAI
- COGNIGY
- Microsoft
- netomi
- Google
- avaamo
- senseforth

For more information - labs@evotek.com

Not a subscriber? Sign up at evotek.com/labreport