

# Conversational AI Tools and Technologies

IDC's *Conversational AI Tools and Technologies* analyzes the tools, technologies, and trends for building conversational AI solutions. Recent research indicates that the vast majority of organizations are deploying or have deployed virtual agents, conversational AI solutions, or GenAI-based copilots. Vendors need to understand buyer needs in this area and how they can differentiate themselves from the dozens of other conversational AI vendors in today's market as well as the GenAI vendors offering solutions based on tools such as ChatGPT.

## MARKETS AND SUBJECTS ANALYZED

- Chatbots, intelligent virtual assistants/agents, and intelligent enterprise digital assistants
- The evolution of GenAI and the key role that LLMs play in conversational AI platforms and applications, as well as the impact that this technology has on the conversational AI competitive landscape
- Conversational intelligence and agent guidance
- Text and speech analytics
- Natural language understanding (NLU), natural language processing (NLP), and natural language generation (NLG)
- Summarization and topic clustering
- Advanced sentiment analysis and emotion AI
- Machine translation
- Speech to text (including machine transcription and speech recognition) and text to speech
- Copilots and Agent AI

## CORE RESEARCH

- Conversational AI APIs and Microservices
- Conversational AI Tools and Technologies Market Trends
- Conversational AI Tools and Technologies Market Forecast and Shares
- Buyer Case Studies and End-User Surveys
- Conversational AI Tools and Technologies Market Glance

In addition to the insight provided in this service, IDC may conduct research on specific topics or emerging market segments via research offerings that require additional IDC funding and client investment. To learn more about the analysts and published research, please visit: [Conversational AI Tools and Technologies](#).

## KEY QUESTIONS ANSWERED

1. What are the trends, opportunities, and market size for conversational AI software services?
2. How will conversational AI build software change the enterprise applications interfaces landscape?
3. How are vendor offerings in the conversational AI build software and knowledge discovery market differentiated?
4. What challenges do enterprises face in building and adopting conversational AI solutions?
5. How is GenAI transforming the conversational AI software landscape?

## COMPANIES ANALYZED

This *Conversational AI Tools and Technologies* service reviews the strategies, market positioning, and future direction of many providers in the conversational AI tools and technologies and intelligent knowledge discovery software markets, including:

[24]7.ai, Ada, Aisera, Alibaba, Amelia (IPsoft), Artificial Solutions, Avaamo, Avaya, AWS, boost.ai, Cognigy, Conversica, Ericsson, Genesys, Google, Haptik, HCL Technologies, IBM, Inbenta,

Interactions, Kasisto, Kore.ai, Microsoft, NICE, NTT DATA, NVIDIA, Omilia, OneReach, Oracle, Salesforce, ServiceNow, Tencent, UiPath, Uniphore, Verint Systems, and Yellow.ai.