



## Five Providers of Conversational AI Software Platforms Named IDC Innovators

**FRAMINGHAM, Mass., July 2, 2018** – International Data Corporation ([IDC](#)) today published an IDC Innovators report profiling five technology providers that are considered key emerging vendors in the conversational AI platforms market. The five companies named as IDC Innovators are Personetics, Kore.ai, Artificial Solutions, Inbenta, and CogniCor.

Conversational AI platforms are used to build applications that answer questions, provide advice and/or recommendations using natural language processing and other dialog related technologies. The market for intelligent conversational assistance is growing rapidly, fueled by the use and acceptance of consumer tools like Google Assistant, Apple's Siri, and Amazon's Alexa. To date, there are dozens of supplier companies seeking to address these emerging interface opportunities with new companies emerging in the marketplace every day. These suppliers offer a very broad range of capabilities and functionality in developing conversational AI applications. The companies identified as IDC Innovators offer some of the more innovative capabilities available in the market today.

"Conversational AI-based applications are being increasingly used by many types of organizations as an addition or replacement for more traditional interaction patterns, including human agents, web/mobile interfaces, IVR and live chat," said [David Schubmehl](#), research director, [Cognitive/Artificial Intelligence Systems](#) at IDC. "Organizations are undertaking projects developing the conversational agents based on the use of conversational AI platforms like the ones profiled in this report."

Artificial Solutions' Teneo allows business users and developers to collaborate on creating sophisticated, humanlike natural language applications rapidly by enabling people to converse with applications and devices using speech, text, touch, or gesture.

CogniCor uses cognitive knowledge graphs to encode a model of expert knowledge of every domain within a context to create chatbots with a semantic understanding of the context and the ability to respond to complex queries.

Inbenta uses a lexicon, created by its team of computational linguists and search experts and holding hundreds of thousands of relationships with language-specific meanings, to develop conversational interfaces that match user questions with intent.

Kore.ai combines a conversational AI platform with a strong task automation engine to help organizations automate specific B2B process flows using conversational AI to interact with end users and knowledge workers.

Personetics offers a platform that combines state of the art conversational AI capabilities, domain specific machine learning based advisory services, and broad and deep domain knowledge of the consumer banking and finance industries.

The report, *IDC Innovators: Conversational AI Software Platforms, 2018* (IDC #US44001917), profiles five emerging technology providers offering conversational AI software platforms. These platforms facilitate the development of intelligent, advisory, conversational applications, including intelligent assistants. The technology components of these platforms include text analytics, tagging, searching, machine learning, categorization, clustering, hypothesis generation, and question answering.

### **About IDC Innovators**

**IDC Innovators** reports present a set of vendors – under \$100 million in revenue at time of selection – chosen by an IDC analyst within a specific market that offer an innovative new technology, a groundbreaking approach to an existing issue, and/or an interesting new business model. It is not an exhaustive evaluation of all companies in a segment or a comparative ranking of the companies. Vendors in the process of being acquired by a larger company may be included in the report provided the acquisition is not finalized at the time of publication of the report. Vendors funded by venture capital firms may also be included in the report even if the venture capital firm has a financial stake in the vendor's company. IDC INNOVATOR and IDC INNOVATORS are trademarks of International Data Group, Inc.

For more information about IDC Innovators research, please contact Karen Moser at [kmoser@idc.com](mailto:kmoser@idc.com).

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