REMEND

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Remend Releases 2023 AI Self-Service Automation Report and Buyer's Guide
Comparison of 70 Conversational and Generative AI Service Providers

For Immediate Release – Palo Alto, California – 10.31.23 - Remend, an independent advisory firm specializing in executive guidance for enterprise and mid-market organizations, has unveiled the *Remend 2023 AI Self-Service Automation Report and Buyer's Guide*. This report highlights the increasing adoption and beneficial influence of automated assistants and virtual agents that are becoming more widely adopted in business environments due to advancements in AI technology.

Remend's report compares 70 conversational and generative AI service providers that provide both AI voice and AI digital self-service solutions. The service provider profiles were built from product demonstrations, RFI responses and interviews with key senior management around their view of the industry and their go-to-market strategies and vision. The authors also addressed trends in conversational and generative AI.

The *Remend 2023 AI Self-Service Automation Report and Buyer's Guide* provide valuable, comparative information for businesses and developers seeking to implement AI-driven self-service capabilities into their business framework. The report includes aggregated service provider data divided into categories by types of AI implemented, infrastructure parameters and pricing models. An *AI Self-Service Buyer's Guide* is also included. To purchase the report, visit Remend's site and complete the request form.

Remend created this report as a valuable asset for companies seeking to improve their service and support interactions by incorporating AI-powered automation. By using omnichannel intelligent virtual agents, organizations can provide exceptional customer and employee experiences for enhanced efficiency and cost-effectiveness.

Within the 2023 report, Remend named its 17 award winners. They were chosen based on their ratings for flexibility, product offerings, security and compliance, company strength in their field, and their go-to-market strategy and vision for future AI self-service automation solutions and software development. The top award winners are:

- Best Stand-Alone AI Global Provider - YELLOW.AI
- Best CCaaS and AI Stack Provider - Five9
- Best Full Stack AI Provider - Vonage
- Best Generative AI Product - Sprinklr
- #1 AI Provider for Enterprise Customers - KORE.AI

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- #1 AI Provider for Mid-Market Customers - UJET
- #1 AI Provider for SMB Customers – SESTEK

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About Remend:

Remend is an independent advisory firm specializing in executive guidance for enterprise and mid-market organizations. Their consultative and management services cover a range of technical specialties including software license management and support, telecom expense management and software expense management, conversational and generative AI and digital transformation. Since 2014, Remend's experience and expertise have helped clients control their software and technical services costs for a better return on investment.