

Decision Makers' Guide to Enterprise Intelligent Assistants

(2021 Edition)



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While it's important to acknowledge we're still in the "early days" in the development and acceptance of Enterprise Intelligent Assistants, the proliferation of chatbots, voicebots and virtual assistants has already reached billions of end users. With a growing audience, the number of use cases will grow as well, and there is no turning back.

Opus Research presents a comprehensive assessment of enterprise-grade Intelligent Assistant solution providers bringing natural language processing, machine learning, AI and analytics to support customer care, self-service, employee assistance, messaging and device control. This report evaluates 13 firms to better understand enabling platforms & technology, integration points & scalability, track record and future vision for enterprise-scale Conversational AI.



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Opus Research is a diversified advisory and analysis firm providing critical insight on software and services that supports digital transformation. Opus Research is focused on the merging of intelligent assistance, natural language processing, machine learning, conversational AI, conversational intelligence, intelligent authentication, service automation and digital commerce. www.opusresearch.net

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