

2021 IDC MarketScape: Worldwide Conversational AI for Customer Service Use Cases



IDC MarketScape

IDC MarketScape: Worldwide Conversational Artificial Intelligence Software Platforms for Customer Service 2021 Vendor Assessment

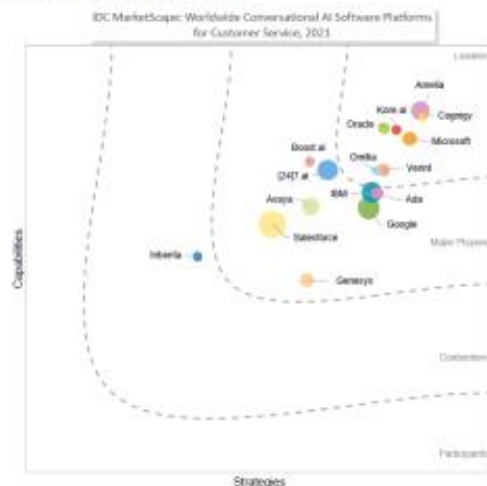
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THIS IDC MARKETSCAPE EXCERPT FEATURES GENESYS

IDC MARKETSCAPE FIGURE

FIGURE 1

IDC MarketScape Worldwide Conversational AI Software Platforms for Customer Service Vendor Assessment



Source: IDC, 2021

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After a thorough evaluation of Genesys' strategies and capabilities, IDC has positioned our company in the Major Players category in the new 2021 IDC MarketScape Report for worldwide conversational AI software platforms for customer service use cases.

As a global provider of communications and collaboration solutions, Genesys DX can provide conversational AI across a range of digital channels to provide personalized experiences for customers and employees with the same platform.

Highlights from the report include:

“Customers that IDC spoke to were very happy with the Genesys DX development interface for building and deploying conversational AI applications. It offered a set of tools that non-developers could use to build and modify conversational AI applications.”

“Genesys DX provides a broad range of functionality that customers found especially appealing. The platform also offers strong general purpose question answering capabilities based on an internal knowledge base.”

Read the report excerpt to learn more about why Genesys was named to the Major Players category.