2021 - 2022

Industry Analysts Agree: Amelia is a Market Leader

Throughout 2021 and early 2022, various third-party industry analyst firms cited Amelia as offering market-leading Conversational AI and AIOps solutions. We're proud and honored by these recognitions in creating Al-Powered Customer Experiences.



Zinnov Zones: Hyper Intelligent Automation H2 2020

Amelia positioned in the Leadership Zone for both IT Automation and Intelligent Virtual Agents, Learn More

●IDC

IDC PlanScape Conversational Artificial Intelligence

The analyst firm reviews three of Amelia's client success stories, including Bankia, Telefónica and Kenneth S. Nugent, P.C. Attorneys at Law.

Gartner

Competitive Landscape: Conversational Al Platform **Providers**

Amelia's agent augmentation capabilities, easy integrations, mature partner ecosystem, and security and privacy focus are identified as the platform's competitive strengths in the Conversational Al landscape. Learn More.

Everest Group

Everest Group: Conversational AI - Technology Vendor Landscape with Products PEAK Matrix Assessment 2021

Everest Group names Amelia a Leader in Conversational Al, citing her Digital Employee Builder capability, vertical industry diversity, omnichannel delivery and natural language capabilities. Learn More.



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

This IDC vendor assessment of Conversational AI platforms, where Amelia is named as a Leader, focuses on customer service use cases. Learn More.

: Gartner

Gartner Magic Quadrant for Enterprise Conversational AI Platforms

Gartner named Amelia as a Platform leader, Amelia also achieved the highest overall position for ability to execute within the Leaders' quadrant. Learn More.

JANUARY 2021

FEBRUARY

MARCH

APRIL

MAY

JUNE

AUGUST

SEPTEMBER

OCTOBER

NOVEMBER

DECEMBER

JANUARY 2022

Gartner

Emerging Technologies: Tech Innovators in Conversational Al and Virtual Assistants

Gartner recognizes Amelia's Digital Employee Builder capability as being the first virtual assistant to support the creation of virtual agents. Learn More.

Gartner

Emerging Technologies: Top Use Cases for Customer-Facing **Advanced Virtual Assistants**

Gartner cites Amelia's deployment with partner Kennéth S. Nugent, P.C. Attorneys at Law as the first point-of-contact for 100% of the firm's inbound calls. Learn More.



JULY

IDC MarketScape: Worldwide General-Purpose Conversational AI Platforms 2021 Vendor Assessment

This vendor assessment, which positions Amelia as a Leader, provides guidance about Conversational AI vendors and their offerings. Learn More.



2021 Aragon Research Award for Conversational AI

Recognizing Amelia's visionary technology, her ability to adapt as markets change, and her ability to disrupt and inform how markets evolve. Learn More.

FROST & SULLIVAN

Customer Value Leadership Award 2021: The North **American Conversational AI** Market, Excellence in Best **Practices**

Recognized for excellence across multiple criteria in the Conversational AI market.



Amelia is the world's largest privately held AI software company and a leader in automation and Conversational AI. We pair humans and Digital Employees to unleash creativity and deliver business value.

Amelia, the Most Human Al. Conversational AI. Naturally.