featured customers

AI Customer Service Software Category

AI Customer Service Software Category

AI Customer Service software is technology that uses artificial intelligence to help businesses support customers automatically, faster, and at scale—often with little or no human involvement for routine issues.

AI Customer Service software can: ⬜ Answer customer questions automatically (via chatbots or voice bots) ⬜ Understand natural language (not just keywords) ⬜⬜ Provide 24/7 support ⬜ Handle repetitive requests (password resets, order status, FAQs) ⬜⬜⬜ Assist human agents with suggestions, summaries, and replies ⬜ Analyze customer conversations for insights and trends

Customer Success Report Ranking Methodology

The FeaturedCustomers Customer Success ranking is based on data from our customer reference platform, market presence, web presence, & social presence as well as additional data aggregated from online sources and media properties. Our ranking engine applies an algorithm to all data collected to calculate the final Customer Success Report rankings.

The overall Customer Success ranking is a weighted average based on 3 parts:

CONTENT SCORE

- ✓ Total # of vendor generated customer references (case studies, success stories, testimonials, and customer videos)
- ✓ Customer reference rating score
- ✓ Year-over-year change in amount of customer references on FeaturedCustomers platform
- ✓ Total # of profile views on FeaturedCustomers platform
- ✓ Total # of customer reference views on FeaturedCustomers platform

MARKET PRESENCE SCORE

- ✓ Social media followers including LinkedIn, Twitter, & Facebook
- ✓ Vendor momentum based on web traffic and search trends
- ✓ Organic SEO key term rankings
- ✓ Company presence including # of press mentions

COMPANY SCORE

- ✓ Total # of employees (based on social media and public resources)
- ✓ Year-over-year change in # of employees over past 12 months
- ✓ Glassdoor ranking
- ✓ Venture capital raised

Award Levels

MARKET LEADER

Vendor on FeaturedCustomers.com with substantial customer base & market share. Leaders have the highest ratio of customer success content, content quality score, and social media presence relative to company size.

TOP PERFORMER

Vendor on FeaturedCustomers.com with significant market presence and resources and enough customer reference content to validate their vision. Top Performer's products are highly rated by its customers but have not achieved the customer base and scale of a Market Leader.

RISING STAR

Vendor on FeaturedCustomers.com that does not have the market presence of Market Leaders or Top Performers, but understands where the market is going and has disruptive technology. Rising Stars have been around long enough to establish momentum and a minimum amount of customer reference content along with a growing social presence.

2026 Customer Success Awards

Check out this list of the highest rated AI Customer Service Software based on the FeaturedCustomers Customer Success Report.

2026 AI CUSTOMER SERVICE SOFTWARE — MARKET LEADER

Aisera · directly OnDemand A Movate Company · Forethought · netomi

2026 AI CUSTOMER SERVICE SOFTWARE — TOP PERFORMER

DigitalGenius · Gladly · laivly · Lorikeet

siit · zowie

2026 AI CUSTOMER SERVICE SOFTWARE — RISING STAR

AnswerIQ · Born Digital · cosupport.ai · GetButton

Handy.Ai · inkeep · KODIF · LiveChatAI

melibo · messagemind · MOVEO.AI · IFS Loops

yuma.ai

* Companies listed in alphabetical order

2026
AI CUSTOMER SERVICE SOFTWARE

MARKET LEADER

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2026 AI CUSTOMER SERVICE SOFTWARE MARKET LEADER

ABOUT AISERA

Aisera

Aisera, a leader in agentic AI, empowers businesses to deliver transformative work experiences, boost employee productivity and reduce operational costs with its award-winning AI agent platform. Its AI Agent platform leverages purpose-built AI agents for IT, HR, Finance, and other domains to serve knowledge, coordinate decision-making, orchestrate processes, and autonomously take actions across business systems and applications, delivering measurable business value.

51 TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

With Aisera Assistant by our side, we've embarked on a transformative journey, experiencing a surge in productivity and unparalleled user satisfaction. Its distinct domain-specific language, finely-tuned for Rail Transportation, has ignited a wave of auto-resolutions, elevated self-service capabilities, and heightened overall accuracy, setting a new standard for efficiency in the industry.

JASON BERRYHILL
CHIEF INFORMATION OFFICER, OMNITRAX

Aisera is a leading-edge technology that delivers immediate value. Aisera's AI Service Desk solution is very unique in improving user experience and resolving IT requests autonomously—reducing the workload on service desk teams, while enabling them to focus on critical business issues.

GARY WANG
FEDERAL VICE PRESIDENT, CLOUD, INFRASTRUCTURE, AND SECURITY SERVICES, UNISYS

Aisera was an easy-to-use solution, where were able to improve agent productivity out-the-gate. We achieved business outcomes within days, and are now seeing over 70% ticket deflection.

ANEEL JAEEL
SENIOR VICE-PRESIDENT, CUSTOMER SUCCESS GROUP, MCAFEE

At Big 5, harnessing the transformative capabilities of Aisera Assistant with agentic AI, we empower our workforce with instant self-service, ensuring we move fast and achieve peak productivity.

TIM MONTANO
VICE PRESIDENT, BIG 5 SPORTING GOODS

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Chegg®   carta   BDO UNITED STATES   AUTODESK   aryaka

2026
AI CUSTOMER SERVICE SOFTWARE

MARKET LEADER

ABOUT DIRECTLY

directly
OnDemand
A Movate Company

Directly makes on-demand business apps. Fast-growing companies like Pinterest, Lyft and Republic Wireless use Directly's customer service apps to scale support and improve customer experience. Expert users get a smart way to help others, share in the rewards and work on their own terms. Customers get expert help in minutes. Directly integrates with Zendesk, Desk and Salesforce and other leading helpdesk software.

28 TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

"Directly offers the agility and flexibility that we need, works well to meet our security and compliance requirements, and provides an amazing customer experience."

MIKE FLANNAGAN
VICE PRESIDENT OF CUSTOMER EXPERIENCE DESIGN, DIGITAL AND GLOBAL OPERATIONS, MICROSOFT

"With Directly as our partner, we're no longer concerned about keeping up with hyper-growth. We're really looking forward to see how far we can take this."

MARK BANGERTER
DIRECTOR OF CUSTOMER SUPPORT, CLICKFUNNELS

"Directly changes how companies think about AI and how they deliver customer service."

LEO DE LUNA
MANAGING DIRECTOR, M12 MICROSOFT VENTURE

"The program is very innovative in its scale, and it worked, it worked well."

MICHAEL LAWDER
SENIOR VICE PRESIDENT, CUSTOMER CARE, SAMSUNG

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OfferUp   **Pinterest**   **Nextdoor**   **lyft**   **Linked in**

2026
AI CUSTOMER SERVICE SOFTWARE
MARKET LEADER

ABOUT FORETHOUGHT

Forethought

Forethought is a Silicon Valley software company founded by a team of Dropbox, Palantir, and Autonomy alumni in 2017. Their mission is to enable everyone to become a genius at their jobs. They are the makers of Agatha, an answer engine for the enterprise. Get answers. Route tickets correctly.

55 TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

❝The thing that really blew my mind, and ultimately, the biggest reason we went with Forethought, was the very creative approach they've taken to create workflows. The same three sentences I would type in Slack to tell someone how to close a ticket: that's how you configure the bot. When I saw that, I felt like I was seeing the future. It's one thing to see the bot do something but another to make it so easy to configure.❞

BRIAN JOHNSON
VP OF SUPPORT OPERATIONS, FETCH

❝Other vendors haven't been as easy to work with. We send follow-up emails after follow-up emails, whereas we can Slack the Forethought team and have a meeting immediately. This is the first company I've seen where everyone I've met has been awesome.❞

BRON RASMUSSEN
CX OPERATIONS COORDINATOR, COTOPAXI

❝The results we're getting with Forethought at Airtable are nothing short of amazing. Forethought's AI agent resolves 60%+ of the issues Airtable users throw its way and is improving every day. It has been really impressive.❞

ANDREW OFSTAD
CHIEF EXECUTIVE OFFICER, AIRTABLE

❝I'm excited about the future of AI for customer support and where we can go with that. As we grow the business, we plan to use more AI features to help us scale.❞

GILLES TAILLON
DIRECTOR OF IT, SPORDLE

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grammarly   fetch   cotopaxi   beeline   upwork

2026 AI CUSTOMER SERVICE SOFTWARE

MARKET LEADER

ABOUT NETOMI

netomi

Netomi is the first AI platform for customer service that allows businesses to activate, manage and train AI to automatically resolve tickets, enhance agent productivity and provide a world-class customer experience. They work with global retail, travel & hospitality, telecommunications, finance and insurance companies including WestJet, Nestle and Singtel.

27 TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

We just launched a new Agentic AI capability. Let's be honest... chatbots are terrible in any industry. Especially for something complicated like an airline, they're hard to do right. Generative AI is going to fix that. We just launched a solution recently which has promise to really up the game on the chat experience. You can do it all without talking to an agent and get a good result coming out of it. We're very excited about it.

JASON BIRNBAUM
CHIEF INFORMATION OFFICER, UNITED

We wanted a solution that helps to take some of the heavy lifting from our support agents during our busiest times. [Our AI-powered virtual agent] Sarah does that, and more. Her accuracy has been incredible, and we are looking forward to working with the Netomi team to expand her capabilities even further, to make the most impact for our customers.

GRETA ZUBRUTĖ - BARČIENĖ
HEAD OF CUSTOMER SUPPORT, SIMPLEX

We needed a highly customizable AI chatbot that integrates with Zendesk and one that could speak in the native language of our global customer base. We had an incredibly high CSAT score that we were not willing to compromise. With Netomi, we got it all.

JOSE MARIA FERNANDEZ DEL VALLADO
DIRECTOR OF CUSTOMER EXPERIENCE, LINGOKIDS

The tools that will drive transformation are those built, verified, and refined AI solutions that ensure absolute reliability in how you engage with your customers.

JEFFREY KATZENBERG
WNDRCO

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TOMMY HILFIGER   simplex a nuvei company   megabus.com   LINGOKIDS   HARRY ROSEN

2026
AI CUSTOMER SERVICE SOFTWARE

TOP PERFORMER

featured customers

2026 AI CUSTOMER SERVICE SOFTWARE

TOP PERFORMER

ABOUT DIGITALGENIUS

DigitalGenius

DigitalGenius brings practical applications of deep learning and artificial intelligence into customer service operations of leading companies. Its Human+AI Customer Service Platform combines the best of human and machine intelligence enabling companies to deliver on increasing customer expectations. At its core are deep-learning algorithms, which are trained on historical customer service transcripts and integrated directly into the contact center's existing software.

98 TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

" The best thing about DigitalGenius is that the AI is continuously improving. As it develops every day, AVDC is now looking at ways of automating even further, broadening the range of questions that we can answer so as to enhance our customers' everyday experience. We can almost directly correlate DigitalGenius technology with our people management, allowing us the flexibility to move people around the organization and to use their time in a more productive customer-focused way. "

MARYVONNE HASSALL
DIGITAL STRATEGY MANAGER, AYLESBURY VALE DISTRICT COUNCIL

" DigitalGenius has created a bot that works perfectly, responding to customer complaints and tagging them at the same time when further work is needed. We no longer spend our time answering repeatable questions. The support department now deal with the most difficult cases leaving our DigitalGenius Bot taking care of the rest. "

LORENZO IDROFANO
TEAM MANAGER DIGITAL OPERATIONS AND CUSTOMER SERVICE COORDINATOR, G-STARRAW

" I would definitely recommend DigitalGenius. One of the things we really value is DigitalGenius' expertise and experience in the ecommerce space. It meant that right from day one we were able to use the intents and get up and running quickly. It's enabled us to provide an experience that feels unique to our brand. "

ISOBEL MILLS
DIRECTOR OF CUSTOMER DELIGHT, BLOOM & WILD

" DigitalGenius has been a great partner for us. I've tried a few plug and play options in the past which haven't worked out. But DG has been able to evolve over time to match how Club L London has evolved with new integrations and services – it really is a partner for the long term. "

FIONA ABRAMS
HEAD OF CUSTOMER EXPERIENCE, CLUB L LONDON

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Brooks Brothers   TechCrunch   Rapha.   CLUBL LONDON   BEAUTY PIE

2026
AI CUSTOMER SERVICE SOFTWARE
TOP PERFORMER

ABOUT GLADLY

+Gladly®

Uniquely powered by Customer AI, Gladly is the only CX platform that puts the customer —not tickets —at the center of every conversation. Trusted by the world's most customer-centric brands, including Crate & Barrel, Ulta Beauty, and Tumi, Gladly delivers radically efficient and radically personal experiences. Gladly was built for B2C leaders who refuse to compromise on operational efficiency or experience. With Gladly, every conversation feels uniquely tailored and instantly responsive, emotionally intelligent and operationally precise, deeply personal and effortlessly scalable. At...

61 TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

A great human-on-human interaction is absolutely fundamental to the TUMI brand. Gladly helps us keep humans in the forefront of how we interact with customers, routing customers to the last agent they spoke with, and offering them the continuity, immediate historical knowledge, and empathetic insight of that agent.

CHARLIE COLE
CHIEF DIGITAL OFFICER, TUMI

[Gladly] allows our Team Members to see everything in one place—including knowledge base content. This has allowed us to efficiently scale our business, drive above-expected CSAT results, and empower our team to deliver the best possible support experiences.

DANNY COX
VICE PRESIDENT GUEST EXPERIENCE, BREEZE

A very clean and modern approach to customer service. Gladly has a clean UI and intuitive approach to viewing customers as people with multiple conversations in one interface.

CHRISITAN CALAWA
WORKFORCE DATA ANALYST, CRATE & BARREL

There was no resistance. [The CX teams] just took to [Gladly]. It was the most amazing thing I've ever seen.

JIM RODDEN
CHIEF PEOPLE OFFICER, MARYRUTH'S

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chubbies   CONDÉ NAST   Crate&Barrel   GODIVA *Belgium 1926*   DECKERS BRANDS

2026 AI CUSTOMER SERVICE SOFTWARE

TOP PERFORMER

ABOUT LAIVLY

laivly

Laivly is an ambitious team of gamers, geeks, artists, and data science nerds helping to define the future of CX through the applied practical use of generative AI, machine learning, and automation in unique ways. Led by a team of experienced contact center experts, Laivly grew out of the specific needs and challenges of customer care and self-service.

11 TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

I love the fact that you do not need to login to use Sidd and that it logs into each brand for you! Also, the generated responses were perfect!

LEADING E-COMMERCE RETAILER

Sidd is definitely a time saver. When doing ratings and reviews, I no longer cringe!

MAJOR BEAUTY BRAND COMPANY

It is amazing to have an application like SIDD; it actually saves us time!

LARGE GROCERY DELIVERY SERVICE COMPANY

2026 AI CUSTOMER SERVICE SOFTWARE TOP PERFORMER

ABOUT LORIKEET

Lorikeet

Lorikeet is the best AI customer support platform for Fintechs, Healthtechs, and other complex businesses. Scaling customer support while maintaining response quality is exceptionally hard. For companies with complex support needs and a focus on customer experience, continuing to throw people at the problem doesn't work, and neither does implementing low quality "help center summary" chatbots.

24 TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

Lorikeet's AI agent is fantastic at connecting customers to the information they want and providing them with near-immediate answers. Its responses are surprisingly brilliant, answering questions in ways we hadn't considered based on its training on our knowledge base. We learn from them, and our customers get answers much faster. It's a win/win.

LAYLA HUANG
SENIOR CUSTOMER SUPPORT MANAGER, SUMM

Lorikeet's triaging capabilities mean urgent medical questions are escalated to clinicians and dealt with quickly. This gives us the confidence to scale our healthcare offering safely. The uplift in patient satisfaction is icing on the cake.

ESTELLE BERTON
OPERATIONS LEAD, EUCALYPTUS

Without Lorikeet we would have been overwhelmed with enquiries - and our patients would have been waiting hours for critical information.

SIMON BAUME
CHIEF OPERATING OFFICER, EUCALYPTUS

Lorikeet is the ultimate tool for any support team looking to boost efficiency and streamline ticket management.

HUGH MCKENZIE
HEAD OF OPERATIONS, AMBER

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MAGIC EDEN   flex   eucalyptus   amber

2026 AI CUSTOMER SERVICE SOFTWARE
TOP PERFORMER

ABOUT SIIT

siit

Siit empowers IT, HR & Operation teams to manage and resolve internal requests. By providing the first dedicated internal help desk, it is now possible to streamline your internal processes and enhance productivity. Receive employee requests and manage employee communication through your existing channels (Slack, Teams, emails), automate manual work and analyse your actions, Siit enables you to take control of your employee support experience.

16	TOTAL CUSTOMER REFERENCES	**VIEW ALL REFERENCES**

FEATURED TESTIMONIALS

> **"**Siit is a necessity if you want to deliver exceptional support to your employees and save a ton of time for higher-value tasks. I couldn't imagine a world without Siit—cut something else, but not my Siit.**"**
>
> **ADELINE BODEMER**
> VP OF PEOPLE, GORGIAS

> **"**Our team was spending hours manually answering recurring, repetitive questions. Siit's AI bot helped us deflect 45% of payroll related questions by suggesting articles to employees.**"**
>
> **CLÉMENT BRESSON**
> HEAD OF HR & OPERATIONS, SPENDESK

> **"**The time we're able to gain from an admin perspective and the experience we can deliver to our employees is just so much better.**"**
>
> **SIMON MASSENAVETTE**
> IT MANAGER, SWILE

> **"**Siit has improved our efficiency and cost-effectiveness on our internal help desk and helped us better support our employees.**"**
>
> **JARED ALLENBRAND**
> HEAD OF IT, CRESTA

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swile   **SPENDESK**   **gorgias**   **AngelList**   **airalo**

2026
AI CUSTOMER SERVICE SOFTWARE
TOP PERFORMER

ABOUT ZOWIE

zowie

Zowie enables companies that sell online to deflect tickets using powerful automation technology, care for customers with omnichannel inbox and sell more using enhanced customer context. Zowie can act as your standalone customer service system or enhance your current tools like Zendesk, Intercom, Gorgias, and many others with automation technology.

75 TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

Today, chatbots are a must-have for all ecommerce brands. Zowie brings us closer to our vision of shoppers never needing to contact support. We provide fast, personalized self-service that gives customers instant answers to their most urgent questions.

MONIKA DĘBSKA
CUSTOMER SERVICE MANAGER, MODIVO

Zowie chatbot has become like a teammate that allows our customer service agents to be spokespeople for our brand and spend more time talking about what customers are looking for.

KAROLINA WIERZBICKA
CUSTOMER EXPERIENCE AND RPA SPECIALIST, KROSS

Zowie is great. It provides exceptional value for customers and gives our agents powerful tools to more effectively do their work.

RICARDO REYES
CUSTOMER SERVICE MANAGER, WUFFES

Zowie gives us the ability to offer customer service 24/7, something we otherwise wouldn't be able to do.

MARKUS GIESSWEIN
CHIEF EXECUTIVE OFFICER, GIESSWEIN USA

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AVIVA   AVON   burju   GIESSWEIN Wool is Cool®   DECATHLON

2026
AI CUSTOMER
SERVICE
SOFTWARE

RISING STAR

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2026 AI CUSTOMER SERVICE SOFTWARE
RISING STAR

ABOUT ANSWERIQ

AnswerIQ

AnswerIQ is an artificial intelligence service in the customer support space. It uses sophisticated algorithms to read and understand all the interactions from past tickets between the customer support agent and the customer. Once implemented, AnswerIQ enables a business to intelligently classify and automatically respond to simple known issues and more importantly assist the agents with the top three recommended responses to complex questions. It works within the existing customer experience systems like Zendesk, Salesforce etc. eliminating the need to learn any new system...

15 TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

"AnswerIQ's Auto Response provides us with a cost-effective and powerful solution for providing our customers with answers to their most common questions and enables our agents with tools to be more agile in their interactions. This helps our team focus personal attention to our high priority customers."

FRANCESCA NOLI
VICE PRESIDENT OF MARKETING, PRODUCT MADNESS

"I've never worked with a partner that's been more responsible in terms of getting stuff done. They really stepped up to the plate and did a fantastic job."

MIKE BARNETT
DIRECTOR OF CORRESPONDENCE SUPPORT, THUMBTACK

"No sense of automation can do that right now. That's where we want to put our people. We want to take advantage of automation however we can. AnswerIQ Support tools can help us with that."

CHRIS HARVEY
VP OF CUSTOMER SATISFACTION, THREDUP

"AnswerIQ enabled us to reduce our customer response time from three hours to three minutes, while re-assigning our 40-person triage team to value creating activities."

TRAVIS OLIVER
THUMBTACK

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republic WIRELESS   SeatGeek   thredUP   Thumbtack   Wonolo

2026
AI CUSTOMER SERVICE SOFTWARE
RISING STAR

ABOUT BORN DIGITAL

Born Digital

Born Digital is digitalizing overall customer care, experience, and interaction by covering all channels using AI. They created virtual assistants, which they first learned to speak in local languages and gradually added other global languages as well. Their product covers all channels such as calls, email, and chat. In addition, it creates analytical dashboards for all customer interactions which helps to improve the customer experience - ALL-IN-ONE PLATFORM.

25 TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

We use interaction analytics mainly for keying and dividing interactions. That is, why customers from individual segments contact us, how we deal with the situation and whether the reported problem can be prevented. The suggestions that arise from the analysis of interactions are passed on to the company. We propose modifications to processes and procedures that lead to the improvement of our services. Customer satisfaction is the alpha and omega for us.

ŠÁRKA ŠIMKOVÁ
CX PROJECT COORDINATOR, PACKETA

Thanks to the predictive analytics of Born Digital platform, we are now able to predict, and therefore cover the unexpected peaks. By doing so, we are preventing our customer service from the overload.

MARTINA SYKOROVA
HEAD OF CUSTOMER SERVICES & RELATIONS, GOPASS

Elektra (the digital agent) proved to be a huge relief for operators as it handles more than a half of their routine calls on the defect line.

ZUZANA JURÁŠOVÁ
HEAD OF CUSTOMER SERVICES, VSD

Our customers now have a digital self-service channel available to them 24/7 and with zero waiting times.

MARCEL HANEČÁK
BUSINESS SOLUTIONS DEVELOPMENT EXPERT,
ZÁPADOSLOVENSKÁ DISTRIBUNÁ

TRUSTED BY

Packeta   NETIA   **DŌVERA**   **ČESKÁ SPOŘITELNA** Jsme Vám blíž.   **C DISTRIBUCE**

2026
AI CUSTOMER SERVICE SOFTWARE
RISING STAR

ABOUT COSUPPORT.AI

cosupport.ai ®

CoSupport AI is a fully customizable AI platform for customer service — designed to automate, scale, and enhance support operations at every level. It unites three powerful solutions: AI Agent that handles customer inquiries independently, AI Assistant that generates ready-to-go reply suggestions for support agents, and AI Business Intelligence that turns customer correspondence into actionable insights.

22   TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

The chatbot resolves around 75% of all support tickets now. This allowed us to downscale the support team by 6 team members, which would save us thousands of dollars per month in the long run. I am also very happy with the accuracy of AI responses. I have checked hundreds of conversations and haven't noticed a single mistake. Collaboration with the CoSupport AI team has been an absolute game-changer for our customer support processes.

NATALIIA ROMANOVA
CHIEF EXECUTIVE OFFICER, REMEDICO

The impact of launching the CoSupport AI chatbot is tangible. We get our hands on way fewer tickets now, as AI solves many on its own. The response accuracy is excellent — whenever we add a new data source, I am confident the AI won't misinterpret it.

DRAGAN MILIĆ
SENIOR TECHNICAL SPECIALIST, COCOATECH

CoSupport AI is the ultimate solution. It tackled our challenges with repetitive questions and messy feedback tracking. While internal processes and customer satisfaction were improved, cherry on top — thousands of saved $ every month.

DIRECTOR OF CUSTOMER CARE
LEADING ECOMMERCE COMPANY

CoSupport AI streamlined our support operations with its advanced customer service AI tools, automating the resolution process for about 70% of support tickets and shortening the resolution time from hours to minutes.

YAROSLAV BURGMAN
PROJECT MANAGER, PROJECTFITTER

TRUSTED BY

SHELTERLUV   Softorino   ProjectFitter   LABEL YOUR DATA   cocoatech.io

2026
AI CUSTOMER SERVICE SOFTWARE
RISING STAR

ABOUT GETBUTTON

GetButton

GetButton is Transform Your Website into a Sales & Support Powerhouse with Custom AI Chatbots. Seamlessly engage visitors across messaging apps through one simple chat button—automate responses, boost conversions, and deliver 24/7 support effortlessly.

12   TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

> *Absolutely amazing app! I love that there are so many ways my customers can reach me. I sell to over 40 countries and in different countries customers have different preferences on chatting apps. GetButton solves that problem. Great customer service as well. Thumps up to the GetButton team!*

GEORG STEINER
AGING WITH GRACE

> *After two days of use I can say this app is awesome. Give to your customers a great communications channel for support and questions. I recommend use it with WhatsApp Business available in play store and app store. Add trust to your store and that mean more sales.*

MARCO BIANCHI
TAXI GREEN 30

> *Really great app. It has a good amount of features. Runs smoothly and does not get in the way of the customers shopping experience.*

EMILY JOHNSON
DE JONG GLAS & GEVEL

> *Working Great On Our Website, Very Nice App Looks Great And Professional, Recommended To All.*

DANNA SHELTON
MY PREMIUM

TRUSTED BY

AQUAHOTEL   **CIRQUE CENTRAL**   **DE JONG GLAS & GEVEL**   **A TOP PARTY MARQUEE HIRE** Providing excellence in the North West

2026
AI CUSTOMER SERVICE SOFTWARE
RISING STAR

ABOUT HANDY.AI

Handy.Ai

Handy.ai is a proven no-code platform that puts AI to work for your business. They streamline all the operation processes including team coordination, customer interactions, and full corporate tech stack integrations. Integration options: Microsoft 365, Google Cloud, SAP, Oracle, Salesforce, and others.

12	TOTAL CUSTOMER REFERENCES	**VIEW ALL REFERENCES**

FEATURED TESTIMONIALS

520 hours of work saved - annual prediction with Handy.ai integration.

LAKEFRONT RESORTS

+ 12% NPS growth after of AI Sales Representative integration.

SANOFI

$50K saved on recruitment optimization with AI Concierge.

UNIT CITY

TRUSTED BY

YB   sanofi   robota.ua   m'p metinvest polytechnic   LFR

2026
AI CUSTOMER SERVICE SOFTWARE
RISING STAR

ABOUT INKEEP

inkeep

Inkeep helps with every step of support: AI assistant for users, a copilot for your support team, and reports on content gaps. Turn your content into an AI chatbot for your users and copilot for your support team. Compatible with any support or documentation platform. Getting started is as easy as providing a link to your site.

20 TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

Inkeep was stupidly easy to setup and implement in our Slack and Discord communities. Inkeep not only delights our customers takes the pressure off our support team by providing support to customers without the need to involve our support team. Plus, the Inkeep team are a delight to deal with! I would recommend Inkeep to anyone looking to AI powered search and support.

OLI WOLFF
PRODUCT MANAGER, KINDE

Their platform has been instrumental in providing more efficient and effective self-serve support to our customers, and has also been fantastic for internal tooling.

CHRIS COLEMAN
HEAD OF CUSTOMER SUCCESS, XANO

Inkeep provides feedback loops to improve our docs and identifying the gaps was probably the biggest thing we were able to solve.

ALVIN CIBY
DIRECTOR OF GROWTH, FINGERPRINT

User engagement is consistently high. Our content and product teams actively use the insights to improve our product and docs.

ARNAUD COMET
DIRECTOR OF PRODUCT, SINGLESTORE

TRUSTED BY

NEON Payabli Windmill Teleport SingleStore™

2026
AI CUSTOMER SERVICE SOFTWARE

RISING STAR

ABOUT KODIF

KODIF

Kodif is action-first AI platform enables CX teams to build intelligent automation across any digital channel - reducing ticket volume, improving resolution speed and accuracy, and unlocking new revenue and retention opportunities through personalized customer journeys.

19 TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

KODIF has enabled Trust Wallet to serve answers at a significantly greater scale than if we relied on our existing team alone. KODIF adds leverage to our support coverage by allowing us to decouple headcount from support volume.

BRIAN TAN
HEAD OF OPERATIONS, TRUST WALLET

Kodif is not just a vendor, it's a partner. The Kodif team has the knowledge and capacity to guide decisions and help us build exactly what we need.

MICHAEL DANG
HEAD OF CUSTOMER EXPERIENCE, NOM NOM

KODIF really has been a game changer for us. It has allowed us to focus on the high-touch, truly valuable conversations during the holiday season.

ANDREW MARTIN
LEARNING & DEVELOPMENT SPECIALIST, FELLOW

Thanks to Kodif, our customers receive high-quality, fast, informed support, and our agents are able to work more effectively.

SARAH EVANSON
RESERVEBAR

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JustFoodforDogs®   good eggs   RESERVEBAR   NOM NOM   MILLION DOLLAR BABY CO.

featured customers

ABOUT LIVECHATAI

LiveChatAI

LiveChatAI is a diverse assembly of tech industry mavens, AI enthusiasts, and forward-thinkers. Each member brings a wealth of knowledge, experience, and a shared vision to reshape how businesses communicate. They are the creators of LiveChatAI, an advanced and intuitive AI product that embodies their passion for revolutionizing business interactions. LiveChatAI is engineered to empower businesses by making their communications smarter, more efficient, and customer-centric.

12 TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

LiveChatAI has become an essential part of our business. With the right training, it now handles the majority of our frequently asked questions—covering everything from product details to turf care advice—freeing up our team to focus on processing orders and developing improvements behind the scenes. As a small team, having this extra support allows us to deliver better experiences for our customers.

LISA PIERACCINI
CUSTOMER ACCOUNT MANAGER, PEACOCK TURFSCAPE

LiveChatAI allows us to offer fast, technical support directly on our Turkish e-commerce site—without adding extra overhead. Our customers get quick answers to their questions, whether they're buying or setting up a product, and our team can spend more time on strategic work. It's been a great fit.

EMIR YANAR
SALES MANAGER, DESI

Our customers appreciate the quick responses, and our human support staff can now focus on more complex customer needs. LiveChatAI didn't just meet our expectations – it exceeded them.

MERT AKTAS
KEY MEMBER, USERGUIDING

We've been able to reduce the volume of repetitive inquiries and automate key workflows, which has allowed us to focus more on delivering exceptional customer experiences.

REPRESENTATIVE
KLEVARANGE

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AI CUSTOMER SERVICE SOFTWARE
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ABOUT MELIBO

melibo

Melibo is an advanced AI solution designed to revolutionize customer service through AI Agents, Ticket Automation, and chatbots. melibo offers an innovative, comprehensive AI-based solution for automating customer service. As more than a traditional chatbot provider, their advanced customer service automation platform sets them apart.

21   TOTAL CUSTOMER REFERENCES   **VIEW ALL REFERENCES**

FEATURED TESTIMONIALS

We were impressed by the speed of implementation and the excellent cooperation with the melibo team. The team implemented the proposed changes quickly and in accordance with our high quality standards. The email bot works reliably and efficiently, which has enabled us to make significant time and cost savings.

SEBASTIAN
HEAD OF CUSTOMER EXPERIENCE, RATEPAY

A highly committed team that thinks beyond standard solutions. We were impressed by the flexible integration options and the training functions of the chatbot. With melibo, we were able to shorten our response times and significantly improve self-service for our customers.

HARALD SCHAETTLER
HEAD OF QUALITY AND CUSTOMER CARE, FAHRRAD XXL GROUP

Chatbot that knows our customers Our melibo AI chatbot is like a personal contact for our customers - because it knows them. By logging into the customer account, the bot knows directly who is currently writing, what was ordered last or whether a return is still open.

BJÖRN UTECHT
DIGITAL OPERATIONS MANAGER, BIKE COMPONENTS

Chatbots for different areas What I like most about melibo is the versatile application possibilities and the fact that we can map several chatbots on one platform.

PHILIPP REIF
CO-FOUNDER, OATSOME

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ABOUT MESSAGEMIND

messagemind

MessageMind.ai is an AI-powered customer service automation platform that focuses on delivering human-like interactions to handle customer support and sales inquiries across various communication channels, including WhatsApp, Instagram, and Messenger.

37 TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

MessageMind's AI chatbot has greatly improved our efficiency. It handles routine inquiries, allowing us to focus on personalized guest service, significantly improving our workflow and guest satisfaction. This a great software for any type of business, saving money and time!

JACKIE OLSEN
MARKETING LEADER, PORTOLA HOTEL & SPA AT MONTEREY BAY

MessageMind's AI chatbot has greatly improved our efficiency. It handles routine inquiries, allowing us to focus on personalized guest service, significantly improving our workflow and guest satisfaction. This a great software for any type of business, saving money and time!

NEIL DUFFEN
GENERAL MANAGER, RADISSION BLU

Messagemind's AI Chatbot integrates seamlessly into our website allowing us to view customers requests and reply to them 24/7 with efficency and quality replies. With the help of the team we easily set it up in minutes and we found it very easy to use. 10/10 Service!

BLOKA

Reliable AI for customer service. This AI is like having an extra team member. It automates most of our responses and only hands over to a human when needed.

MICHAEL
CO-HOST, AIRBNB

TRUSTED BY

Radisson BLU
EDWARDIAN, LONDON

ESTĒE LAUDER

Domino's

Betterment

airbnb

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RISING STAR

ABOUT MOVEO.AI

MOVEO.AI™

Moveo.AI was founded in 2020 with the mission of making complex AI technology accessible and simple for companies. Their proactive AI agents change how Enterprises communicate with their customers by turning one-way notifications (payment reminders, promotional messages, etc) into dynamic, hyper-personalized conversations.

15   TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

Moveo's spirit of innovation, along with their dedication to what they do, agile way of working, quick understanding of the scope, and the ability to seamlessly connect with our systems for second-level support, helped us automate over 4,500 conversations/month and cut in half the average handling time.

CRM MARKETING SPECIALIST
EDENRED

We wanted to offer 24/7, omnichannel support to our stakeholders. Moveo gave us this power and reduced the workload of our agents, allowing them to focus on more important cases. The robust vision, pragmatic roadmap, strong NLP capabilities & breeze of innovation fit our culture.

DIGITAL PLANNING & DESIGN SUPERVISOR
ALLIANZ

The platform has significantly improved customer experience by automating services, reducing costs, and increasing accessibility across multiple channels. With Moveo.AI, we've adopted technologies like generative AI to deliver more dynamic and personalized customer interactions.

CUSTOMER APPLICATIONS PRODUCT OWNER
ELPEDISON

The no-code and an extremely user-friendly environment, along with full customization of the AI Agents' flows are some of the best features that Moveo.AI has to offer, among many others like the analytics and the list goes on.

PRODUCT MANAGER
KAIZEN GAMING

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AI CUSTOMER SERVICE SOFTWARE
RISING STAR

ABOUT THELOOPS

IFS Loops

TheLoops is an intelligent AI platform that boosts CX team productivity with real-time insights, automation, and predictive analytics. Top brands use TheLoops to: Optimize agent performance with AI Copilot and Support QA. Automate workflows for smarter routing and workload management.

16 TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

We went from crawl to run stage of AI implementation fairly quickly! When we started seeing the available options within TheLoops, we realized more ways we can use it. As a company, our customer base has grown, we have more issues, but we have decreased in terms of headcount. TheLoops AI is how we augment and make my support agent's job and my role as a manager so much easier.

LAKSHAMI RAO
SR. DIRECTOR TECHNICAL SUCCESS, SAUCELABS

Partnering with my peers involves using data to support their goals. Thanks to TheLoops, we're able to extract data very efficiently and accurately, with minimal guessing. This clarity makes it much easier to take actionable steps and adjust the roadmap with confidence, knowing that the changes will make a real difference.

GENADY RASHKOVAN
VICE PRESIDENT OF SUPPORT, TRICENTIS

Now that we are using TheLoops, I'm invited to every sales leadership QBR – previously unheard of for support leaders. Today, retention is critical. We can show we're retaining more revenue, reducing churn percentage, and predicting future churn. We're directly impacting our company's growth trajectory and profitability.

DANIEL ROSE
VP OF GLOBAL CUSTOMER EXPERIENCE, ALATION

100% automated quality assurance from TheLoops helped us really truly see where training could be provided–and we could dig further into specifics and gaps much quicker at scale.

MONIKA AUFDERMAUER
VP OF USER SUCCESS, KOHO

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Tricentis · **Service ROCKET** · **SauceLabs** · **bloomreach** · **Alation**

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SOFTWARE**

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ABOUT YUMA

yuma.ai

Yuma is the most advanced AI platform built for e-commerce. Their agentic AI products help merchants automate customer interactions across every stage of the customer journey. Whether it's answering support tickets, recovering abandoned carts, or offering personalized product recommendations, Yuma's AI Agents work 24/7 to deliver results: Happier customers, higher revenue, and lower costs.

26 TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

Switching to Yuma AI was exactly what we needed. We can now manage 30+ tickets in the the time it took us to do one call. It's been transformative, especially for our customers across the globe. For instance, those in Australia no longer have to wait for our UK team to start their day to get a response. Yuma AI's automation has seamlessly bridged that gap, making our support system quicker and busy with more complex and human interactions.

HEAD OF CX
THE KOIN CLUB

Yuma doesn't just speed up responses—it enhances them. Our clients' customer satisfaction scores have improved after Yuma because the responses are indistinguishable from human agents. Moreover, AI is instant and consistent.

ELIZABETH CUFFE
IMPLEMENTATION LEAD, OMNIE

Yuma's success team is extremely responsive. Our collaboration is super fluid and we are constantly progressing by developing new features that are almost tailor-made when needed.

ROMANE MOLINENGO
CUSTOMER SERVICE PROJECT MANAGER, CABAÏA

Choosing Yuma was pivotal for us; their cutting-edge AI met our immediate needs and also aligned perfectly with our long-term customer service goals.

AUGUSTUS WIESEL
CHIEF EXECUTIVE OFFICER, MFI MEDICAL

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