

PRODUCT LEADERSHIP



Best Practices Criteria for World-Class Performance



Product Portfolio Attributes

Match to Needs
Reliability and Quality
Product/Service Value
Positioning
Design

Business Impact

Financial Performance
Customer Acquisition
Operational Efficiency
Growth Potential
Human Capital

The company demonstrates a strong overall performance

The 2022 Global Product Leadership Award in the workforce engagement and intelligent automation industry is awarded to Intradiem.

Intradiem sits at the intersection of CX platforms and automates the decisions the best contact center manager would make if the human manager were able to process information quickly enough. Frost & Sullivan is impressed by how Intradiem articulates its value proposition and the brilliance of its many use cases that address the significant operational challenges that CX teams face daily.

- Alexander Michael, Vice President,
Information & Communication Technology

In the half-century since its founding, Frost & Sullivan has become a widely recognized leader in the growth consulting industry - A Global Growth Partnership Company.

Best Practices Award Recognition

Best Practices Awards recognize companies demonstrating outstanding achievement and superior performance. The Product Leadership Award recognizes the company that offers a product or solution with attributes that deliver the best quality, reliability, and performance in the industry.