

PRODUCT LEADER



Frost & Sullivan analysts independently evaluated key factors according to the criteria identified below:

Business Impact

- Criterion 1: Financial Performance
- Criterion 2: Customer Acquisition
- Criterion 3: Operational Efficiency
- Criterion 4: Growth Potential
- Criterion 5: Human Capital

Product Portfolio Attributes

- Criterion 1: Match to Needs
- Criterion 2: Reliability and Quality
- Criterion 3: Product/Service Value
- Criterion 4: Positioning
- Criterion 5: Design

THE COMPANY'S TARGETED INNOVATION AREA CENTERS AROUND HEIGHTENED AUTOMATION. LEVERAGING A LOW CODE/NO CODE ENVIRONMENT, DIABOLOCOM AI FACILITATES AUTOMATION DIRECTLY WITHIN THE PLATFORM AND THROUGH THE SEAMLESS INTEGRATION OF THIRD-PARTY APPLICATIONS VIA API.

**- BERNIE ARNASON,
INDUSTRY PRINCIPAL - ICT**

Frost & Sullivan's 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. A comprehensive product line filled with high-quality, value-driven options is the key to building an engaged customer base. To achieve and maintain product excellence, an organization must strive to be best in class in three key areas: understanding demand, nurturing the brand, and differentiating from the competition.



As a top European CCaaS provider, Diabolocom, acknowledges the importance of AI in managing the growing complexities of customer interactions amidst rising expectations. To meet this challenge, Diabolocom has crafted its own product portfolio instead of depending on third-party large language models (LLMs) and infrastructure.

With its strong overall performance, Diabolocom earns Frost & Sullivan's 2024 French New Product Innovation Award in the AI innovation industry.