Diabolocom Launches New Research Division to Drive Innovation in Customer Experience

Paris, January 21, 2025 – Diabolocom, an AI-driven leader in cloud contact center as a service (CCaaS) solutions, today announced the launch of **Diabolocom Research**, a dedicated research lab focused on advancing Voice AI and Conversational AI. Combining academic rigor with real-world applications, this new initiative aims to address the complex challenges of global customer communication. This strategic move underscores Diabolocom's commitment to pioneering technologies that deliver unparalleled value to its clients worldwide.

Empowering Innovation for the Future of Customer Experience

At Diabolocom, we've always believed that innovation happens where bold ideas meet practical execution. Leading this effort is Kevin El Haddad, Head of AI R&D at Diabolocom and Human-Agent Interactions Researcher at ISIA Lab at the University of Mons. Kevin brings deep expertise in applying academic research to real-world problems. He is joined by a team of PhDs and seasoned AI researchers who are passionate about creating transformative technologies for our customers and contributing to open-source projects and research publications.

The research division will explore groundbreaking technologies that redefine how businesses connect with their customers. Areas of focus include:

- **Voice AI:** Creating next-generation speech recognition, synthesis and processing systems tailored for enterprise needs.
- **Conversational AI:** Building use-case driven conversational agents for efficient human-agent interactions
- **NLP:** Advancing language related systems for tasks like sentiment analyses, entity recognition, intent classification, automatic translation and multi-language support systems.
- **Automation:** Innovating intelligent workflows to optimize call routing, ticket resolution, and overall efficiency.

"Launching Diabolocom Research represents a significant milestone for us as we expand our capabilities to create more intelligent, adaptive, and scalable solutions for our clients," said Frédéric Durand, CEO of Diabolocom. "This initiative underscores our dedication to staying at the forefront of innovation and AI enhancements to customer experience."

What Makes Diabolocom's Approach Different?

Our solutions are 100% proprietary, developed in-house to give us full control over:

- **Performance**: Optimized for real-world enterprise needs.
- **Security**: Built with privacy and compliance at the core.
- **Adaptability**: Tailored for your business, not the other way around.

We're tackling big challenges with AI, including:

- **Sustainable and Responsible Innovation**: Committing to energy-efficient models and ethical AI practices.
- **Open-Source Contributions**: Sharing knowledge to advance the field while driving tailored innovation built for our customers' needs.

Academic and open source research

Diabolocom Research is also bridging academic rigor with real-world execution through partnerships with leading institutions such as the University of Paris-Saclay and industry leaders in research and development. Additionally, the division will contribute to open-source projects to foster transparency and innovation in the field.

About Diabolocom

For over 20 years, Diabolocom has been helping businesses build customer loyalty and driving revenue.

Diabolocom's cloud-based Contact Center as a Service (CCaaS) solution, driven by proprietary generative AI, provides exactly what today's customer service and sales teams need—smart automation, empowered agents, and seamless customer experiences.

With 8 offices across Europe, the USA, Brazil, and Dubai, Diabolocom is the trusted partner of top brands like Carrefour, Mantrac Group, and Nikon.

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