



PRESS RELEASE

Diabolocom Recognized in the CMP Research Prism for Customer Analytics

Showcasing Expertise in AI and Customer Contact Technology

[Dover, Kentucky, 03/10/2025] – Diabolocom proudly announces its inclusion in the CMP Research Prism, an elite technology assessment framework developed by CMP Research, a division of Customer Management Practice (CMP), for **customer analytics**. This framework positions Diabolocom as an emerging provider in the U.S. market, **helping CX and customer contact professionals optimize their technology investments with AI and advanced analytics**.

Diabolocom's Voice Analytics solution provides essential interaction analysis features, including real-time transcription, call summaries, call tagging, and next-best action recommendations based on unique customer data—empowering contact centers with actionable insights.

Frederic Durand, CEO and Founder of Diabolocom, shares his enthusiasm:

"We're honored to be recognized in the CMP Research Prism technology assessment for Customer Analytics as an up-and-coming provider. This evaluation reinforces our commitment to empowering contact centers, sales, and support teams worldwide with cutting-edge, AI-driven solutions. Our mission is to deliver AI services tailored for the CX sector, with a strong focus on data privacy, security, and the scalability of our proprietary models."

The CMP Research Prism for Customer Analytics evaluated fifteen solution providers amongst hundreds of solutions, including Diabolocom. The assessment was based on analyst evaluations, user feedback, and marketplace data across ten strategic investment criteria.

After building a strong presence in Europe over the past 20 years, Diabolocom expanded to the U.S. six months ago, where it has experienced high market responsiveness and strong interest from enterprises. What sets Diabolocom apart from other providers? **By developing its own AI models with a No-Code/Low-Code approach, Diabolocom eliminates reliance on external providers, ensuring full control over its solutions.** Its Voice Analytics solution is designed by AI experts to deliver precise customer behavior analysis, enabling businesses to enhance every interaction and create standout experiences throughout the customer journey.

Additionally, its AI models are trained on real-world data, accurately capturing operational challenges. For instance, its transcription technology excels in contact center environments, maintaining high accuracy even in noisy conditions.

Frederic Durand also emphasizes **the accessibility of the product for businesses of all sizes**: *"Our Voice Analytics solution is fully accessible via API, allowing seamless integration with any contact center solution. Additionally, it is natively embedded within our own CCaaS platform, which offers a comprehensive suite of features to enhance customer relationship management and optimize operational efficiency."* For more information, visit Diabolocom's website [here](#).

Nicole Kyle, Managing Director of CMP Research, states: *"With today's rapidly evolving technology landscape, customer contact leaders need a trusted source to guide their decision-making. CMP*

Research Prism was developed to assess solution providers like Diabolocom, equipping buyers and influencers in the CX technology space with the insights they need to make informed investments.”

CMP Research Prism is the only marketplace assessment framework designed exclusively for CX and customer contact executives. It helps industry leaders differentiate solution providers in a crowded market and make strategic investment decisions that future-proof their CX technology stack. For a full summary, download the CMP Research Prism for Customer Analytics report [here](#).

About CMP Research™

CMP Research™ helps customer contact executives make faster, data-driven decisions through independent quantitative and qualitative research, expert analysis, advisory services, and insights from Customer Contact Week, CMP's Research Board, and its client community. CMP Research™ operates at the intersection of customer contact innovation and the evolving workplace. For more information, visit <https://www.cmpresearch.com>.

About Diabolocom

Diabolocom provides AI-powered solutions for customer experience (CX) and a cloud-based contact center platform designed for seamless, omnichannel interactions. Its AI capabilities enhance automation and engagement, whether integrated within its contact center solution or used independently, optimizing operations for contact centers, sales teams, and support organizations worldwide.

With offices in Europe, the U.S., Brazil, and Dubai, Diabolocom is a trusted partner for leading brands such as Mitsubishi, Nikon, and Culligan, helping them deliver exceptional customer experiences.

Media Contact:

Roxane Sicard - marketing@diabolocom.com