



Diabolocom selected as finalist for disruptive technology of the year at Customer Contact Week Las Vegas 2025

LAS VEGAS & PARIS—June 9 2025 — *Customer Contact Week (CCW) Las Vegas*—the world's largest customer-contact event, welcoming 5,000+ CX leaders and 200+ solution providers to Caesars Forum from June 9-12—has named **Diabolocom** a finalist for its coveted **"Disruptive Technology of the Year"** award.

Diabolocom has been acknowledged for its pioneering methodology in contact center operations, specifically for developing a composable and interoperable Artificial Intelligence solution tailored for international enterprise contexts. This platform uniquely achieves direct integration with an organization's current Contact Center and Customer Relationship Management technology framework, providing real-time insights and recommended best-next actions for agents. Furthermore, managers derive advantages from reporting and actionable analytics, which facilitate expedited deployment without interrupting essential infrastructure or operational processes.

CCW recognizes Diabolocom for innovation

The awards program is widely viewed as a barometer for technologies that materially elevate customer-experience outcomes. As Diabolocom accelerates its North-American expansion, a CCW accolade validates the company's mission to give enterprises AI they own—data-sovereign, cost-controlled, and instantly compatible with their existing CCaaS or CRM stack.

What's disruptive about Diabolocom

Diabolocom introduces a plug-and-play AI layer designed to integrate seamlessly into any contact center infrastructure—no major system overhaul required. Its solution ensures 100% conversation coverage through real-time transcription, sentiment analysis, and automated quality monitoring across all channels, both voice and digital. The AI-powered Agent Assist supports live interactions by offering real-time guidance and automating CRM updates, significantly reducing post-call processing time—by up to 97%.

Additionally, Diabolocom's Virtual Agent automates voice and chat exchanges to help minimize wait times and improve first-contact resolution. The platform also includes sovereign generative AI models trained on client-specific data, ensuring full data control and eliminating dependency on hyperscaler ecosystems. Global organizations are already using the platform to streamline operations and improve customer experience outcomes.

Proof in the numbers

- Culligan International cut voice-processing time 50 % and lifted first-contact resolution to 85 %, achieving a 75 NPS.
- A European telecom operator improved first-call resolution 30 % while reducing handle time 25 %.
- A global e-commerce retailer trimmed peak-season wait times 40 % and boosted agent productivity 35 %.

These outcomes show how Diabolocom's AI layer converts contact centers from cost centers into growth engines—earning its place on the CCW shortlist.

"CCW's recognition validates our mission to give contact centers flexible, enterprise-ready AI they truly own," said **Giorgia Naccach, Chief Marketing Officer at Diabolocom**. "When you control your data and pricing, innovation stops being a gamble and starts compounding."

Diabolocom joins **Gladly, Krisp, Microsoft, Observe.AI, Sanas, and UnifyCX** on the Disruptive Technology of the Year shortlist. The winner will be announced at the CCW Excellence Awards Gala on **June 10 2025** at Caesars Forum, Las Vegas.

About Customer Contact Week

Customer Contact Week (CCW) is the world's largest series of events for customer-experience and contact-center professionals, convening thousands of leaders annually to share best practices and breakthrough technologies.

About Diabolocom

Diabolocom helps organizations turn customer conversations into growth. The company's cloud contact-center platform combines 20 years of telecom reliability with proprietary generative AI, delivering premium voice quality, real-time analytics, and low-code integrations while keeping data sovereign. More than 350 brands in 60+ countries rely on Diabolocom's 150-person team across Europe, North America, LATAM, and the Middle East.

Contact

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