



## Diabolocom Featured as an Automated Quality Monitoring provider on the CMP Research Prism for Automated QA/QM

**[Paris, June 5]** – Diabolocom proudly announces its placement on CMP Research Prism, an elite technology assessment framework developed by [CMP Research](#), a division of [Customer Management Practice](#) (CMP) for Automated QA/QM. This respected framework highlights Diabolocom as a Automated Quality Monitoring provider for customer contact and customer experience (CX) professionals aiming to optimize their technology investments with confidence through Automated QA/QM.

The CMP Research Prism for Automated QA/QM evaluated seventeen solution providers, including Diabolocom, and segmented them into five categories: emerging, up & coming, core performing, leading, and pioneering using analyst analysis, user feedback, and marketplace data across ten investment criteria.

“Trust is the currency of our brand,” said **Giorgia Naccach Steg**, Chief Sales and Marketing Officer at Diabolocom. “CMP Research’s independent analysis confirms that our Automated Quality Monitoring helps brands worldwide convert customer conversations into measurable value while protecting their data. The recognition reinforces our reputation and, more importantly, gives our clients added confidence in every interaction.”

**Nicole Kyle**, Managing Director of CMP Research, adds, “With the crowded technology landscape, customer contact leaders need a reliable source to guide their technology decisions. CMP Research Prism was created to assess solution providers like Diabolocom to equip buyers and influencers of the customer contact and CX technology stack with insights to inform their investments.”

CMP Research Prism is the only marketplace assessment framework built exclusively for customer contact and CX executives. The Prism helps customer contact leaders and CXOs differentiate solution providers in a complex market and make more informed, confident investment decisions that future-proof the CX technology stack. Prisms are updated every six months and upcoming technology assessments will cover chatbots/virtual agents, BPO, and workforce management.

For a full summary, download the [CMP Research Prism for Automated QA/QM](#) whitepaper summary.

### About Diabolocom, AI-powered Contact Center

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 200-person team across Europe, North America, LATAM, and the Middle East. For more information, visit [www.diabolocom.com](http://www.diabolocom.com).



**About CMP Research™, a division of Customer Management Practice**

CMP Research™ helps customer contact executives make better decisions faster amid transformation using independent quantitative and qualitative research, data-driven analysis, advisory services, and community insights from Customer Contact Week, CMP's Research Board, and client community. CMP Research™ sits at the intersection of customer contact and the future of work. For more information, visit [www.cmpresearch.com](http://www.cmpresearch.com).

**About Customer Management Practice**

The Customer Management Practice (CMP) is a leading market intelligence firm for the customer management industry, offering a comprehensive suite of events, research, marketing, and business development services. As a trusted partner to customer contact executives, CMP addresses the pressing challenges through various channels, including live events such as its industry-leading series, Customer Contact Week, online event communities, and cutting-edge industry research. With research-backed insights and data-driven advisory services, CMP provides its clients with a holistic view of their customer management issues. It delivers new perspectives for executives craving a clear understanding of their strengths and weaknesses relative to their peers and the industry. CMP's solutions empower executives to develop customer management skills, transforming customers into raving fans. CMP is dedicated to making its client's customer management rockstars. CMP's team of experts draws upon years of experience in the industry to provide tailored solutions that meet each client's unique needs to improve their customer experience, streamline operations, and boost their bottom line. For more information, visit: [www.customermanagementpractice.com](http://www.customermanagementpractice.com).

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