



## INTERNATIONAL RESEARCH FIRM RECOGNITION FOR ALMAWAVE TECHNOLOGIES

### THE COMPANY, THE ONLY ONE HEADQUARTERED IN ITALY, INCLUDED AMONG CONVERSATION INTELLIGENCE PROVIDERS

**CEO Valeria Sandei: «Our commitment recognized at an international level: additional incentive to strengthen and grow»**

Rome, 5<sup>th</sup> July 2021 – Almawave (Ticker: AIW), a company listed on the AIM market of the Italian Stock Exchange and an Italian leader in Artificial Intelligence (AI), natural language analysis and Big Data services, was listed by analysts in Forrester's *Now Tech: Conversational Intelligence, Q2 2021*<sup>1</sup>.

Forrester (Nasdaq: FORR), one of the most influential research and advisory firms in the world, in its *Now Tech: Conversational Intelligence* report includes Almawave multichannel technology, and segments it based on market presence and functionality in the Conversational Intelligence market.

Almawave, the only Italian company mentioned, was included along with large global enterprises, such as – among others, Amazon Web Services, NICE, and Verint, in this overview of 41 providers.

Forrester's report defines conversation intelligence as *solutions for extracting actionable insights from spoken conversations with customer*.

Valeria Sandei, Chief Executive Officer at Almawave, has declared: «Our inclusion in Forrester's *Now Tech* is another significant achievement in our company path and rewards the continuous attention to R&D investment Almawave, since its establishment, has carried out. Being listed along with some world giants represents a further incentive to strengthen and grow».

The report lists Almawave among vendors in the “pure-play” functionality segment, defining such players as “[integrating] with your existing systems to add a new layer of conversational intelligence with more advanced, specialized, easier-to-use, and/or cheaper capabilities. Many also focus on use cases also outside the contact center, including customer insight, competitive intelligence, sales and marketing.”

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<sup>1</sup> *Now Tech: Conversational Intelligence, Q2 2021* - Forrester's Overview of 41 Conversational Intelligence Providers, by Kjell Carlsson, PhD, Ian Jacobs with Daniel Hong, Hailey Colin, Madison Bakala, June 2021

The report is designed to help technology and CX professionals understand the value they can expect from conversational intelligence providers through an overview of conversational intelligence providers, by analyzing the conversational intelligence market on two factors: market presence and functionality.

In this field Almwave has always been active with best-of-breed proprietary technologies and applied services with a constantly updated approach to provide the customer experience segment with new operations tools and innovative functionalities.

More specifically, Almwave omnichannel platform focusses on three areas: text analysis, speech recognition, multichannel customer care process automation & optimization

To read the full report (Forrester's subscribers only) or for purchase: [[Now Tech: Conversation Intelligence, Q2 2021 \(forrester.com\)](#)].

#### **About Almwave**

[Almwave S.p.A., an Almviva Group Company, is a leading Italian company in Artificial Intelligence and natural written and spoken language analysis. Almwave has cutting-edge proprietary technologies and applied services to substantiate the potential of AI in the digital evolution of companies and local government. It has an international presence with the companies Almwave do Brasil, Almwave USA and PerVoice, dedicated technological laboratories and more than 220 professionals who are highly competent in enabling technologies and major frameworks - Big Data, Data Science, Machine Learning, AI Architecture and Integration - as well as a profound knowledge of business processes.

Almwave technological assets, conceived and created as models of natural experience in the interaction between man and machine, allow text and voice to be interpreted in over 30 languages, as well as multichannel interaction, analyzing data and information with a view to enhancing knowledge and automation.

Almwave mission is to make digital transformation real in everyday life, through a natural experience model in the human-machine interaction, based on the advanced implementation of Artificial Intelligence. Proprietary technological assets enable voice & text understanding in over 30 languages, multi-channel interaction, data and information analysis to boost knowledge value and automation.]

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