

Vonage is Driving Conversational Applied AI for Enterprise Businesses via Nexmo APIs to Enhance the Customer Experience

AI platform providers are partnering with Nexmo, the Vonage API Platform, leveraging Communication APIs to build and enhance their own platforms and solutions, helping to create innovative, customized and agile customer interactions across any channel:

- **[OneReach.ai](#)**
Shortlisted by Gartner among the top conversational platforms such as Google, Microsoft, IBM, Amazon and Salesforce, OneReach.ai is a no-code/low-code platform for building AI-powered conversational applications and automating tasks. OneReach.ai uses Nexmo's Conversational applications, often powered by various forms of AI (Messaging and Voice) such as conversational IVR, conversational alerts/notifications, adaptive learning systems, and Conversational RPA.
- **[Nu Echo](#)**
Nu Echo provides intelligent conversational solutions that optimize the customer experience. Their team of experts enables enterprises to blend the power of AI automation with the human touch in order to take customer experience to the next level. Nu Echo's experience and expertise in speech recognition, natural language understanding and machine learning are key differentiators in the fast-growing wave of conversational IVRs and IVAs. Nu Echo also uses Nexmo APIs to enhance traditional IVRs with a personalized, real-time, conversational experience.
- **[Talkpush](#)**
Talkpush is the first conversational recruitment software, designed to make recruitment faster, more real-time, more conversational, and to get AI bots to work for recruiters. Talkpush makes recruitment more effective by turning high-volume traffic into qualified leads. Talkpush partnered with Nexmo, a WhatsApp Business Solution Provider, to enable WhatsApp integration with their multi-channel CRM for a richer candidate messaging experience. Using Nexmo's Messaging API, Talkpush now supports conversational engagements with candidates through WhatsApp's chat and voice capabilities. Clients using Talkpush's WhatsApp integration can benefit from an AI-powered chatbot which is built with the latest technology in Natural Language Processing (NLP) and speech-to-text transcription to make exchanges and communications between recruiters and candidates easier, more authentic, and more informative than ever before.
- **[UNFYD](#)**
UNFYD® is a social digital transformation platform which empowers organizations with voice, email, SMS, ticketing, video calling, WhatsApp, Facebook, Twitter, Multilingual BOT, AI, Viber, Wechat and Knowledge Base. In short, UNFYD is a Social Digital Command Center. UNFYD® CIA Conversational AI platform and UNFYD® BOT, powered by a Knowledge Management suite deliver end-2-end self-service operations and flow-based self-service integration with Nexmo Voice and Messages API's.

- **[Servion](#)**
 Servion enables business transformation for enterprises in the area of customer experience management (CEM). Servion is a platforms-led solution provider focused on enhancing the customer experience by automating and integrating customer interaction channels. The Servion virtual assistant solution is based on NLP, automating proactive text and voice-based customer interactions through digital self-service channels like agent support, chat, consumer messaging apps or SMS. Servion uses Nexmo APIs for its VRM (Virtual Relationship Manager), a chat bot service focused on serving the banking industry, providing real-time offers for new products, enabling customer interest register callback, customer requests, as well as preferred time callbacks.
- **[SecondMind Labs](#)**
 SecondMind enables businesses to leverage critical telephony voice-enabled applications for security and productivity with no or minimal code. SecondMind offers two products. First, VoiceProtect is a voice-biometric 3-factor authentication solution that businesses can deploy with no code. Second, Call Intelligence is a live call assistant that pushes real-time insights automatically. Both products can be enabled turnkey via Nexmo.
- **[HelpSocial](#)**
 HelpSocial provides API blocks for building customer engagement apps and integrates digital services in the contact center. Nexmo and HelpSocial make aggregation of digital channels, automated data preparation for conversational AI, and channel integration with contact center platforms possible.
- **[Acqueon](#)**
 Acqueon, a provider of AI-driven conversational empowerment software for sales, marketing, and customer support, uses Nexmo APIs to help businesses proactively orchestrate hyper-personalized, omnichannel customer journeys. Acqueon combines the power of Acqueon's omnichannel campaign orchestration platform — Acqueon Engagement Cloud (AEC) — with cloud-based communication APIs via Nexmo to arm businesses with the capabilities necessary to analyze, predict and orchestrate every aspect of the customer journey. Agents can engage would-be buyers using the best channel, at the best time, and have access to all the information needed to drive an emotional connection. This hyper-personalized conversational approach to customer engagement is designed to elevate the business-customer relationship to a level that yields greater outcomes for both parties.
- **[HCL](#)**
 HCL Technologies is a next-generation global technology company that helps enterprises reimagine their businesses for the digital age. HCL is dedicated to solving industry-level problems using next-gen AI, Machine Learning, and Computer Vision techniques with seamless integration with RPA. HCL is using Nexmo APIs to enhance existing contact center implementations to leverage programmable communications to support omnichannel CX initiatives.

- **[Callsign](#)**
 Callsign, a real-time, AI-driven identity and authentication solution provider, partners with Nexmo to deliver enhanced private communications for digital life providers. The partnership allows these technology providers to reach their customers on their preferred channel of communication (voice, SMS and social chat apps). Callsign's award-winning Intelligent Driven Authentication helps businesses across all digital sectors to seamlessly verify and authenticate users, confirming identity and location. Callsign solutions with the integration of Nexmo Messages APIs, help the brands to reduce fraud and improve customer trust, while meeting regulatory compliance standards.
- **[Contexta 360](#)**
 Contexta 360 analyzes voice and text conversations both recorded and real-time to extract insights for large scale contact centers. Contexta 360 uses Nexmo APIs to enable Speech Analytics, Conversational Computing, and contact center solutions to provide exceptional tools for agents and customers alike.
- **[MuleSoft](#)**
 MuleSoft helps organizations change and innovate faster by making it easy to connect the world's applications, data and devices. With MuleSoft, Nexmo can leverage the real-time intelligence and information in key business applications, such as Salesforce, SAP, Oracle and others to create personalized and contextual cross-channel customer experiences.
- **[JustAI](#)**
 JustAI provides customized conversational AI solutions for enterprise companies. JustAI creates sophisticated AI assistants for messengers, chat widgets, call centers, and smart devices. JustAI and Nexmo APIs enable conversational design, software for AI assistants development, and business processes automation.
- **[FinChatBot](#)**
 FinChatBot develops bespoke AI-powered chatbots to help financial service providers acquire and retain customers, while reducing operating costs. FinChatBot leverages Nexmo Messaging APIs to allow finserv professionals to communicate on their customers' everyday channels.
- **[Arabot](#)**
 Arabot is integrating its chatbot engine with Nexmo APIs platform to deliver Arabot smart chatbots across different channels. Arabot is using Nexmo Messaging APIs to bring social media automated interactions for customers to use their preferred communication applications with the brands they want to reach out to.
- **[Ramco](#)**
 The Ramco CHIA virtual assistant uses deep learning and NLP to simplify day-to-day HR activities for businesses. Ramco leverages Nexmo messaging APIs to bring social media automated interactions to the WhatsApp Business solution, allowing employees to

simplify tasks such as onboarding and support, while adhering to companies' evolving policies.

- **[Speechmatics](#)**
Speechmatics uses its decades of machine learning and research expertise to develop automatic speech recognition (ASR), available securely on-premises and in private or public clouds. Nexmo partners with Speechmatics to enrich ASR capabilities, helping customers to engage with their own customers over their preferred channels, in real-time.
- **[CleverTap](#)**
CleverTap, the advanced customer lifecycle management platform, integrates with Nexmo Messages API to add the WhatsApp Business solution to CleverTap's engagement suite. With this integration, CleverTap enables a two-way communication with customers on one of the most widely used channels worldwide. CleverTap's integration with the Nexmo Messages API brings WhatsApp's ubiquity to its customers with a hassle-free and automated way to send and receive personalized messages. Without having to host or manage a separate infrastructure, businesses can have a two-way communication with customers right through the CleverTap dashboard.
- **[IBM Watson](#)**
IBM is a leading cloud platform and cognitive solutions company. Restlessly reinventing since 1911, it is the largest technology and consulting employer in the world, with more than 380,000 employees serving clients in 170 countries. With Watson, the AI platform for business, powered by data, IBM builds industry-based solutions to real-world problems. Communicating with Watson (IBM's cognitive services) over the phone, either via Voice, or SMS messaging is available by using Nexmo. Similarly, for Voice connectivity, customers can use the Nexmo platform to purchase phone numbers and use SIP trunking.
- **[Microsoft Speech API](#)**
Microsoft Speech API provides several Microsoft cognitive services including transcription and translation capabilities. With Nexmo Messages API, businesses can leverage the Microsoft Speech API via [GitHub](#) example code to build intelligent communication capabilities, such as translating customer interactions in real-time.
- **[Google Dialogflow](#)**
With its rich set of tools and API's, Google complements many popular use cases supported by Nexmo - from Dialogflow bot interactions through the various channels supported by Nexmo's Messages API, to real-time transcription and sentiment analysis powered by Google's Speech API through Nexmo Voice. This coupling of technologies allows Nexmo customers to offer richer customer experiences, reduce contact center resourcing, and to be proactive during customer/agent interactions.
- **[Freshdesk](#)**
Freshdesk is intuitive, feature-rich support software, providing companies with the ability to streamline customer communications, collaborate internally, and respond quickly and effectively to customer requests. The partnership integrates Nexmo messaging APIs

directly into the Freshdesk customer support software, enabling business messaging with customers on the channels they prefer including SMS, MMS, WhatsApp and Facebook Messenger.

- [Stitch.ai](#)
AI, messaging and digital engagement specialist Stich.ai provides a range of digital workspace solutions, with a focus on AI, bots, messaging, collaboration and communications via Nexmo APIs, including BOT SI, contact center solutions and recruiting applications
- [Praekelt](#)
Praekelt's Feersum chatbot engine builds custom bots that can integrate with social messaging apps such as WhatsApp, Facebook, web and native apps, using Natural Language Understanding to meet customers' unique needs.

Customers are using Nexmo Messages API to enable a host of unique and innovative use cases, helping them drive better engagement with their own customers:

- [Exceed.ai](#) AI Conversational Marketing platform leverages Nexmo messaging APIs to notify reps of a new lead and when an action is required, through an AI-Powered Sales Assistant that works alongside sales and marketing teams to identify new customers faster and more efficiently.
- [Evolany Co](#), a chatbot platform, helps businesses connect with their clientele through omnichannel customer service automation. With Nexmo Messages API, Evolany mini app users in the retail space have access to automated customer data management and segmentation, as well as event management.
- [Carbyne](#), a global leader in public safety technology, is utilizing Nexmo APIs to communicate real-time information to and from emergency communication centers and the callers. Using AI capabilities via Nexmo, Carbyne delivers critical information to response teams, providing insightful data about emergency incidents based on voice, image and data analysis.
- [Novo Labs](#) conversational commerce service uses Nexmo Voice API with its unique ability to stream in real-time voice to websockets to turn voice interactions into personalized digital transactions for customers within the restaurant industry, automating the order taking process for a smoother and more streamlined experience.
- [Aramex](#), a global leader in logistics and transportation, leverages Nexmo Messages API to integrate with the WhatsApp Business solution to ensure more accurate deliveries to those areas without traditional zip codes or addresses, communicating the timing of package delivery - transforming the last mile by using programmable communications.