Gartner's Top Conversational Platforms, According to Inclusivity and Prerequisites

Vendor	Product Name	AVG	Iterate on production-deployed conversational applications without coding or professional services?	Doesn't limit communication channels for operating production-ready applications?	Doesn't limit which voice, SMS, Email platforms/providers applications can operate on?	Not limited to specific industries, use cases or types of conversational solutions?	Conversational applications are *portable (transferable) with programming knowledge?	Telephony portability - supports switching providers or operating on multiple?	Build custom reporting without coding?	Revision-history managed through a front end UI?	Build custom conversational applications from scratch, with or without coding?	Build reports and analytics from scratch, with or without coding?	Portability with NLU and AI engines - not tied to specific NLU platforms or AI engines?	Access and share patterns, templates and training data to public or private libraries?
OneReach.ai	Communication Studio & Live	●	●	●	●	●	●	◔	◔	●	◔	◔	◔	●
Avaamo	Avaamo Conversational AI	◐	●	◐	●	◔	◢	●	○	○	◐	○	◐	○
Google	Dialogflow	◐	◐	◐	○	●	◐	○	◐	●	◐	○	○	○
Kore.ai	Kore.ai Bots Platform	◐	●	◢	●	●	◐	◔	◔	○	◔	◔	○	○
Rulai	Rulai Conversation Computing	◐	◔	◔	◢	◔	●	○	◔	◔	◔	◢	○	○
Amazon	Amazon Lex	◢	○	○	○	◔	◢	○	○	○	○	○	○	○
Artificial Solutions	Teneo	◢	◔	◐	◔	◢	○	○	○	○	◔	○	●	○
Eudata	Convy AI	◢	○	○	●	●	◐	●	○	◢	○	○	◐	○
IBM	Watson Assistant	◢	◐	◐	○	●	○	○	○	●	◢	◢	○	○
IPsoft	Amelia	◢	○	○	◔	○	○	○	○	○	◢	○	○	○
Microsoft	Multiple	◢	◐	○	○	●	●	○	○	○	◢	○	○	●
Openstream	EVA platform	◢	○	○	○	◢	○	○	○	○	◢	○	◐	○
Oracle	Oracle Digital Assistant	◢	○	◐	○	◢	○	○	○	○	○	○	○	○
Rasa	Rasa Open Source & Rasa Enterprise	◢	○	◢	○	◢	○	○	○	○	○	○	○	○
SmartBotHub	SmartBotHub	◢	◢	○	◢	◔	◢	◢	○	○	◢	○	◔	○
SoundHound	Houndify	◢	○	○	○	●	◢	◢	○	○	○	○	◐	◐

This title came from our [article](#) about Gartner's Top Conversational Platforms where you can read about how each of these platforms ranks on Channels, Speed, Flexibility and Inclusivity/Prerequisites.