SoundHound AI Named a Leader and a Star Performer in Everest Group's Conversational AI and AI Agents in CXM Products PEAK Matrix® Assessment 2026

Star Performer designation recognizes year-over-year improvement in both market impact and vision and capability

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SoundHound AI, Inc., a global leader in voice and agentic AI, today announced that Everest Group has positioned it as a Leader and a Star Performer in the Conversational AI and AI Agents in Customer Experience Management (CXM) Products PEAK Matrix® Assessment 2026.



SANTA CLARA, Calif., Nov. 10, 2026 (GLOBE NEWSWIRE) -- SoundHound AI, Inc. (NASDAQ: SOUN), a global leader in voice and agentic AI, today announced that Everest Group has positioned it as a Leader and a Star Performer in the Conversational AI and AI Agents in Customer Experience Management (CXM) Products PEAK Matrix® Assessment 2026.

Everest Group assessed SoundHound on market impact, vision, and capability. The Star Performer title recognizes providers with the strongest year-over-year improvement on the PEAK Matrix across both.

"Everest Group's *Star Performer* title measures how far a company moves in a year, and this was a year of incredible progress for us," **said Keyvan Mohajer, CEO & Co-Founder of SoundHound AI.** "We launched OASYS in May and OASYS Edge in September, giving businesses one platform to build, test, run, and improve AI agents in the cloud, on the device, or both. Enterprises are now putting that work in front of their customers on every channel they serve."

OASYS Orchestrated Agent Systems. SoundHound's agentic AI platform, manages the full life of an AI agent: building it, testing it, running it, and improving it. Teams give OASYS their existing transcripts and documentation, and it generates agents ready for review in minutes. It tests them in simulation before launch and proposes improvements once they're live. On voice channels, agents run on SoundHound's own speech recognition model, so they handle interruptions, mid-conversation language switches, and noisy settings.

When a conversation needs a person, SoundHound's patented Human Assisted Resolution lets a team member step in to provide instruction to the AI agent behind the scenes without ever transferring the customer. OASYS AI agents are built once and run across phone, chat, kiosks, drive-thrus, smart devices, and vehicles – in the cloud, on the device, or both with OASYS Edge.

"*Conversational AI is moving beyond scripted interactions toward voice-native, multimodal agents that can resolve increasingly complex customer needs and completing transactions,*" **said Sharang Sharma, Vice President at Everest Group.** "*SoundHound AI's OASYS platform reflects this evolution by combining voice-native agentic execution with deterministic workflows, multilayered guardrails, and human-assisted resolution. This balance of autonomy and control enables enterprises to automate complex interactions while retaining oversight, strengthening SoundHound AI's Leader position and earning it Star Performer recognition in Everest Group's Conversational AI and AI Agents in CXM Products PEAK Matrix® Assessment 2026.*"

Customers are already seeing results from SoundHound's agents. MUSC Health's AI agent, Emily, has supported more than 2.2 million patient calls and now helps patients refill prescriptions at the health system's retail and specialty pharmacies. AI insurer Quidnine AI agents handle about 100,000 calls a month and resolve more than 74% of car assistance requests end-to-end.

To see how businesses build, run, and improve AI agents with OASYS, visit www.soundhound.com/oasys.

About SoundHound AI

SoundHound AI (Nasdaq: SOUN) is a voice and agentic AI company that enables businesses to deliver natural, end-to-end conversational experiences across digital and physical channels, including phones, kiosks, chat, smart devices, drive-thrus, TVs, in-vehicle, and more. Its agentic platform, OASYS, is a self-learning, orchestrated AI system where organizations can build and deploy conversational AI agents to handle transactions, tasks, and workflows on behalf of customers and employees. Built on proprietary technology backed by 900+ patents and years of AI research, SoundHound serves leading brands across industries including automotive, financial services, healthcare, retail, telecommunications, and more. It powers millions of products and processes billions of interactions annually for enterprise customers worldwide. Learn more at: www.soundhound.com.

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A photo accompanying this announcement is available at https://www.globenewswire.com/NewsRoom/AttachmentNg/91a55481-f91c-4549-aa34-eb4d0ced1c6c