SoundHound AI’s Amelia Platform Recognized as Frost Radar™ Leader in Enterprise Conversational AI in Healthcare 2024

Conversational AI Platform Named by Frost & Sullivan as a Leader for Driving Innovation and Growth in Patient Engagement and Operational Efficiency

SANTA CLARA, Calif.--(BUSINESS WIRE)--Dec. 12, 2024-- SoundHound AI, Inc. (Nasdaq: SOUN), a global leader in voice artificial intelligence, today announced that its Amelia Conversational AI Platform has been named a Leader in the 2024 Frost Radar™: Enterprise Conversational AI in Healthcare.

This press release features multimedia. View the full release here: https://www.businesswire.com/news/home/20241212036686/en/



SoundHound AI's Amelia Conversational AI Platform has been named a Leader in the 2024 Frost Radar™: Enterprise Conversational AI in Healthcare. (Graphic: Business Wire)

According to Frost & Sullivan, the market for enterprise conversational AI in healthcare will reach $2.34 billion by the end of 2027, at a CAGR of 17.2%. The report analyzed more than 100 enterprise conversational AI solution vendors across voice and chatbot segments in this sector and identified 14 organizations as market leaders. SoundHound AI was recognized as a leader in innovation and growth for its advanced capabilities in transforming healthcare operations.

By leveraging sophisticated natural language processing, natural language understanding, and fine-tuned large language models, SoundHound’s Amelia Conversational AI Platform enables dynamic, contextually rich interactions that improve patient engagement, streamline administrative workflows, and enhance employee support. For patients, the platform offers solutions like scheduling and managing appointments, pre-registration, medication refills, and finding locations or doctors across multiple channels – offloading work from call centers and scheduling employees. The solution also supports employees by responding to common service and help desk requests, including IT support.

“SoundHound’s Conversational AI Platform stands out for its exceptional performance on both innovation and growth indices is driven by its strong innovation pipeline and an intelligent focus on administrative and operational processes for healthcare organizations,” said **Nitin Manocha, Senior Industry Analyst at Frost & Sullivan.** *“With SoundHound’s recent acquisition of Amelia, the company now ranks among the largest publicly traded conversational AI companies. By integrating SoundHound’s advanced voice AI capabilities with Amelia’s enterprise platform, the company has a tremendous opportunity to unlock more complex use cases and drive real value in the healthcare sector.”*

*“We believe AI agents will enable more efficient and meaningful interactions for patients, customers, and employees, meeting them where they prefer —whether through voice, chat, or other interaction channels,”*said **Michael Anderson, EVP of Enterprise at SoundHound AI**. *“Healthcare, in particular, stands to gain significantly from the growing capabilities of advanced conversational AI, enhancing experiences and outcomes for all.”*

Read the report here: https://amelia.ai/analyst-report/soundhound-ais-amelia-platform-recognized-as-frost-radar-leader-in-enterprise-conversational-ai-in-healthcare-2024/

About SoundHound AI

SoundHound (Nasdaq: SOUN), a global leader in conversational intelligence, offers voice and conversational AI solutions that let businesses offer incredible experiences to their customers. Built on proprietary technology, SoundHound’s voice AI delivers best-in-class speed and accuracy in numerous languages to product creators and service providers across retail, financial services, healthcare, automotive, smart devices, and restaurants via groundbreaking AI-driven products like Smart Answering, Smart Ordering, Dynamic Drive Thru, and Amelia AI Agents. Along with SoundHound Chat AI, a powerful voice assistant with integrated Generative AI, SoundHound powers millions of products and services, and processes billions of interactions each year for world class businesses.

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Source: SoundHound AI, Inc.