

US Companies Working on AI Agents in 2025: Comprehensive Research Report

Research conducted January 2025

Executive Summary

This report identifies 18 leading US companies developing AI agents across multiple categories in 2025. The AI agent market has experienced explosive growth, with applications spanning customer service, software development, and enterprise workflow automation. These companies represent billions in market valuation and serve millions of users globally.

I. CUSTOMER SERVICE & CONVERSATIONAL AI AGENTS

1. Vapi

- **Website:** <https://vapi.ai/>
- **Product:** Vapi Voice AI Platform
- **Description:** Developer-focused platform enabling companies to build advanced voice AI agents for both inbound and outbound calls at scale. Handles over 150 million calls with 1.5 million+ assistants deployed and 350,000+ developers using the platform. [\[Source\]](#)
- **Agent Types:** Voice AI agents for customer support, outbound calling agents for sales/scheduling, multi-language conversational agents (100+ languages), real-time agents with sub-500ms latency, agents with tool-calling capabilities
- **Vertical/Industry:** Multi-industry platform serving logistics, customer support, sales operations, healthcare (HIPAA-compliant), and financial services (PCI-compliant)

2. Bland AI

- **Website:** <https://www.bland.ai/>
- **Product:** Bland Voice AI Platform (Bland Voice, Bland SMS, Bland Chat)
- **Description:** Builds conversational AI models from scratch using open-source foundations, trained without relying on OpenAI or Anthropic. Trusted by Samsara, Snapchat, and Gallup. Capable of handling up to 1 million concurrent calls with custom-trained models and dedicated infrastructure. [\[Source\]](#)
- **Agent Types:** Voice AI agents, outbound sales calling agents, SMS conversational agents, chat-based AI agents, omni-channel agents, custom voice agents with brand-specific personalities
- **Vertical/Industry:** Financial services, healthcare, logistics, enterprise customer support across any country and language

3. HappyRobot

- **Website:** <https://www.happyrobot.ai/>
- **Product:** HappyRobot AI Workers Platform
- **Description:** Platform for AI workers that can speak, type, think, negotiate, escalate, collaborate, schedule, and coordinate across organizations. Completed 300,000+ AI-driven calls in 2024. Backed by a16z with customers including DHL Supply Chain, Circle Logistics, and Syfan Logistics. [\[Source\]](#)
- **Agent Types:** Conversational voice AI workers, multi-channel AI workers (voice/text/documents), task automation agents with reasoning, collaborative agents with human escalation, AI browser agents, process orchestration agents
- **Vertical/Industry:** Primarily logistics and supply chain operations, freight brokerage, shipping, and transportation management. Shows 120x ROI on revenue-generating tasks and 10x cost reduction

4. Intercom

- **Website:** <https://www.intercom.com/>
- **Product:** Fin (Fin 3 announced in 2025)

- **Description:** Established customer service platform evolved to AI leadership with Fin, described as "the most powerful AI Agent for customer service." Introduced Procedures for complex query resolution, Simulations for testing, and extended channel support (Slack, Discord, Voice). [\[Source\]](#)
- **Agent Types:** Customer service AI agents for complex queries, multi-channel support agents (web/chat/Slack/Discord/voice), AI agents with procedural capabilities for end-to-end resolution, conversational agents for lead qualification
- **Vertical/Industry:** Enterprise customer service across SaaS, e-commerce, and digital-first businesses requiring sophisticated support automation

5. Sierra

- **Website:** <https://sierra.ai/>
- **Product:** Sierra AI Agent Platform (Agent OS)
- **Description:** Conversational AI platform building agents that mirror human communication nuances with empathy and brand alignment. Serves major brands like Sonos (15M customers), SiriusXM (34M subscribers), WeightWatchers, and Casper. Demonstrates 74% resolution rates and >20% increases in customer satisfaction. [\[Source\]](#)
- **Agent Types:** Omnichannel conversational agents (voice/chat/messaging), customer support agents with complex problem-solving, voice-enabled phone agents, action-taking agents (CRM updates, order management), empathetic brand-aligned agents
- **Vertical/Industry:** Consumer brands and enterprises in retail, media/entertainment, audio equipment, streaming media, and wellness. SOC2-compliant with built-in guardrails

II. SOFTWARE DEVELOPMENT & CODING AI AGENTS

6. Cognition AI

- **Website:** <https://devin.ai/>
- **Product:** Devin
- **Description:** Developer of "the world's first autonomous AI software engineer." Devin independently completes entire software development tasks without human intervention, including planning, coding, debugging, and troubleshooting. Can read documentation, apply concepts autonomously, and learn from previous tasks. [\[Source\]](#)
- **Agent Types:** Autonomous software engineering agents for end-to-end execution, self-managing coding agents, bug resolution agents, learning agents that improve from experience, documentation-reading agents, prototype development agents
- **Vertical/Industry:** Enterprise software development and technology companies requiring autonomous development capabilities. Currently in closed beta for enterprise clients

7. Anysphere

- **Website:** <https://cursor.com/>
- **Product:** Cursor
- **Description:** AI-powered IDE built to make developers "extraordinarily productive." Recent updates include "Hooks" (beta) for scripting and customizing AI agent behavior, and "Team rules" for centralized policy enforcement. Supports desktop and CLI interfaces. [\[Source\]](#)
- **Agent Types:** AI code completion and generation agents, CLI AI agents for terminal development, customizable AI agents with scriptable behaviors, team-managed agents with centralized policies, sandboxed terminal agents, Bugbot integration agents
- **Vertical/Industry:** Professional development teams and enterprises requiring customizable AI coding assistance with governance controls. Suited for regulated industries with security requirements

8. GitHub (Microsoft)

- **Website:** <https://github.com/features/copilot>
- **Product:** GitHub Copilot
- **Description:** Evolved from "first widely used coding assistant" to comprehensive AI tool for creating entire software features. Prioritizes collaborative AI assistance with human-in-the-loop design. Reached 20 million developers and 77,000+ organizations in 2025 with 4x year-over-year growth. [\[Source\]](#)

- **Agent Types:** Collaborative AI coding agents, code suggestion agents for real-time assistance, feature creation agents, review-requesting agents maintaining human oversight, multi-step code generation agents, quality control agents
- **Vertical/Industry:** Broad software development market spanning individual developers, startups, and enterprises across all industries including technology, finance, healthcare, and retail

9. Warp

- **Website:** <https://www.warp.dev/>
- **Product:** Warp (Agentic Development Environment - ADE)
- **Description:** Reimagined terminal for the AI age as an "Agentic Development Environment." Provides AI agents with enhanced codebase visibility for problem detection and targeted solutions. Reached 600,000 active developers and 16,000 engineering teams with 90% year-over-year growth. [\[Source\]](#)
- **Agent Types:** Natural language processing agents for command-line, multi-agent management systems, codebase analysis agents, problem detection agents, solution recommendation agents, command execution agents, workflow orchestration agents
- **Vertical/Industry:** Professional developers and engineering teams relying on command-line interfaces. Serves DevOps teams, system administrators, and organizations with strong engineering cultures

10. SonarSource

- **Website:** <https://www.sonarsource.com/>
- **Product:** Sonar (AI Code Assurance and AI CodeFix)
- **Description:** Ensures AI-generated code meets enterprise quality and security standards. Scans software for quality problems and automatically fixes them, informed by analyzing 300+ billion lines of code daily. AI Code Assurance mode provides stricter quality gates for AI-generated code. 70% of developers rate fix quality 4-5 out of 5. [\[Source\]](#)
- **Agent Types:** Code quality analysis agents, automated code repair agents, AI Code Assurance agents for AI-generated code, pattern detection agents, security scanning agents, contextual recommendation agents, quality metrics agents
- **Vertical/Industry:** Enterprise software development organizations using AI coding assistants. Serves technology companies, financial services, healthcare, government, and sectors where code reliability is critical

11. StackBlitz

- **Website:** <https://bolt.new/>
- **Product:** Bolt
- **Description:** "Vibe coding" platform enabling users to build complete web and mobile applications by describing what they want in natural language. Scaled from zero to \$40M ARR in 4 months after launching with a single tweet in October 2024. Secured \$83.5M Series B at \$700M valuation. [\[Source\]](#)
- **Agent Types:** Natural language to code generation agents, full-stack development agents (frontend/backend), automatic deployment and hosting agents, application architecture design agents, infrastructure provisioning agents, real-time code generation agents
- **Vertical/Industry:** Rapid application development for technical and non-technical users. Serves entrepreneurs, product managers, designers, startups needing MVPs, and non-technical founders

12. Replit

- **Website:** <https://replit.com/ai>
- **Product:** Replit Agent (and Replit Ghostwriter)
- **Description:** Browser-based AI coding platform turning natural language prompts into fully functional apps and websites. Marketed as "like having an entire team of software engineers on demand." Can build business software, AI chatbots, games, online shops, blogs, health trackers, marketing tools, and educational content. [\[Source\]](#)
- **Agent Types:** Natural language to application generation agents, full-stack app building agents, real-time code generation agents (Ghostwriter), screenshot-to-app agents, debugging agents, deployment agents, multi-purpose agents for diverse applications
- **Vertical/Industry:** Technical developers, non-technical creators, educators, students, and entrepreneurs. Serves hobbyists, startups creating MVPs, educational environments, and rapid prototyping scenarios

13. Tabnine

- **Website:** <https://www.tabnine.com/>
- **Product:** Tabnine
- **Description:** Privacy-first AI code completion tool allowing businesses to train private models and run AI engines on-premise for complete data privacy. Supports 30+ programming languages and integrates with all major IDEs. Focus on enterprise security and data governance. [\[Source\]](#)
- **Agent Types:** Privacy-preserving code completion agents (on-premise), contextual code suggestion agents (30+ languages), custom model training agents, self-hosted AI agents, IDE-integrated coding assistants, enterprise-compliant coding agents, team-specific AI agents
- **Vertical/Industry:** Enterprise organizations with stringent data privacy and compliance requirements. Serves healthcare, financial services, government, defense, and companies subject to GDPR, HIPAA regulations

III. ENTERPRISE WORKFLOW AUTOMATION & PRODUCTIVITY AGENTS

14. Salesforce

- **Website:** <https://www.salesforce.com/>
- **Product:** Agentforce 360 (including Einstein AI)
- **Description:** World's #1 AI CRM with Agentforce 360 announced as "the world's first platform designed to connect humans and AI agents in one trusted system." Thousands of customer deployments with proven results: OpenTable (70% autonomous inquiry resolution), Engine (15% reduction in handle time, \$2M annual savings). [\[Source\]](#)
- **Agent Types:** Einstein Service Agent for autonomous customer service, sales automation agents with predictive analytics, marketing automation agents, customer service workflow agents, multi-channel customer interaction agents, workflow orchestration agents
- **Vertical/Industry:** Enterprise organizations across all industries. Serves retail, hospitality, financial services, technology, and any sector requiring CRM and workflow automation at scale

15. ServiceNow

- **Website:** <https://www.servicenow.com/>
- **Product:** Now Assist (ServiceNow AI Platform)
- **Description:** GenAI capabilities integrated into ServiceNow AI Platform with domain-specific models. Automates IT, HR, and operational processes, reducing manual workloads by up to 60%. Provides out-of-the-box GenAI experiences for employees, customers, agents, and developers. [\[Source\]](#)
- **Agent Types:** IT service management agents for auto-resolution, HR automation agents for employee inquiries, operational process automation agents, summarization agents, conversational AI chatbots and virtual agents, content creation agents, code and flow generation agents
- **Vertical/Industry:** Large enterprises requiring IT service management, HR automation, and operational workflow optimization. Serves Fortune 500 companies in technology, financial services, healthcare, manufacturing, and government

16. UiPath

- **Website:** <https://www.uipath.com/>
- **Product:** UiPath Agent Builder
- **Description:** Platform enabling creation of intelligent agents that think, plan, and act autonomously. Agents collaborate with robots, humans, and other agents in comprehensive agentic ecosystem. Combines traditional RPA with advanced AI agent capabilities for structured and unstructured processes. [\[Source\]](#)
- **Agent Types:** Autonomous workflow agents, international trade agents for tariff classification, pharmaceutical compliance agents for adverse events, invoice dispute investigation agents, document processing agents with AI-powered OCR, workflow orchestration agents, collaborative agents
- **Vertical/Industry:** Manufacturing, financial services, healthcare, pharmaceuticals, logistics, international trade. Serves Fortune 500 companies requiring comprehensive automation with compliance and audit trails

17. Microsoft

- **Website:** <https://www.microsoft.com/>
- **Product:** Power Automate and Microsoft Copilot Studio
- **Description:** Enterprise workflow automation through Power Automate and conversational AI through Copilot Studio. Seamlessly integrates within Microsoft ecosystem (Office 365, Azure, Teams, SharePoint). Connects 500+ applications and services with AI Builder for form processing, object detection, and predictions. [\[Source\]](#)
- **Agent Types:** Workflow automation agents (500+ app connections), AI Builder agents with predictive capabilities, conversational AI agents and chatbots, Microsoft 365 integration agents, Teams collaborative agents, low-code development agents, document processing agents
- **Vertical/Industry:** Enterprises invested in Microsoft ecosystem across all industries including financial services, healthcare, retail, manufacturing, and professional services. Particularly suited for organizations with existing Microsoft 365, Azure, and Dynamics 365 deployments

18. Automation Anywhere

- **Website:** <https://www.automationanywhere.com/>
- **Product:** Automation Anywhere (Cloud-Native RPA and AI Agent Platform)
- **Description:** Cloud-native RPA trusted by Fortune 500 companies worldwide. Combines RPA bots with AI capabilities for intelligent automation that adapts to changing business conditions. Includes process mining tools to discover automation opportunities and optimize workflows. [\[Source\]](#)
- **Agent Types:** Cloud-native RPA bots, AI-powered decision-making agents for unstructured data, process mining agents, intelligent document processing agents, adaptive automation agents, end-to-end workflow orchestration agents, exception handling agents, continuous improvement agents
- **Vertical/Industry:** Fortune 500 companies in banking, financial services, insurance, healthcare, telecommunications, retail, and manufacturing. Serves businesses with high-volume back-office operations requiring large-scale automation with governance and compliance

Market Analysis & Key Trends

Market Growth Indicators

- **GitHub Copilot:** 20M developers, 77,000+ organizations (4x YoY growth) [\[Source\]](#)
- **Warp:** 600,000 active developers, 16,000 engineering teams (90% YoY growth) [\[Source\]](#)
- **Vapi:** 150M+ calls, 1.5M+ assistants, 350,000+ developers
- **StackBlitz (Bolt):** \$40M ARR in 4 months, \$700M valuation [\[Source\]](#)
- **HappyRobot:** 300,000+ AI-driven calls in 2024

Proven ROI Metrics

- **70% autonomous inquiry resolution** (OpenTable via Salesforce) [\[Source\]](#)
- **60% reduction in manual workloads** (ServiceNow implementations) [\[Source\]](#)
- **74% resolution rates with >20% CSAT increases** (Sierra) [\[Source\]](#)
- **120x ROI** on revenue-generating tasks (HappyRobot)
- **15% reduction in handle time saving \$2M annually** (Engine via Salesforce) [\[Source\]](#)

Key Industry Trends

1. **Agentic AI Revolution:** Shift from task automation to autonomous agents that pursue goals, adapt, and improve continuously
2. **Voice AI Explosion:** Voice agents represented 22% of recent Y Combinator class
3. **Enterprise-Scale Adoption:** Fortune 500 companies leading with thousands of deployments
4. **Multi-Channel Integration:** Platforms supporting voice, chat, SMS, email, and system integrations
5. **Human-Agent Collaboration:** Focus on augmentation rather than replacement
6. **Compliance & Security:** SOC2, HIPAA, PCI compliance becoming standard requirements
7. **Vertical Specialization:** Industry-specific agents for logistics, healthcare, finance, legal
8. **Developer Democratization:** Low-code and no-code platforms enabling non-technical users

Investment & Funding Highlights

- StackBlitz (Bolt): \$83.5M Series B at \$700M valuation [\[Source\]](#)

- HappyRobot: Backed by a16z (Andreessen Horowitz)
- Explosive revenue growth: Bolt reached \$40M ARR in 4 months [\[Source\]](#)
- Major enterprise customers: Sonos (15M customers), SiriusXM (34M subscribers), DHL Supply Chain

Conclusion

The US AI agent market in 2025 represents a fundamental transformation in how businesses operate, with agents moving from simple automation to autonomous systems capable of complex reasoning, decision-making, and continuous improvement. The 18 companies profiled demonstrate the breadth and depth of AI agent applications across customer service, software development, and enterprise operations.

Key takeaways:

- **Market Maturity:** From infrastructure to applications, with proven enterprise deployments
- **Measurable Impact:** 60-120x ROI, 70%+ automation rates, \$2M+ annual savings [\[Source\]](#)
- **Scale Achievement:** Millions of users, hundreds of millions of interactions processed
- **Vertical Diversity:** Solutions spanning logistics, healthcare, finance, retail, technology
- **Future Direction:** Toward collaborative human-agent ecosystems and "Agentic Enterprises"

The rapid adoption, substantial funding, and measurable business outcomes indicate that AI agents have moved beyond experimental technology to become essential business infrastructure for competitive organizations in 2025.

Report compiled from extensive research of company websites, product documentation, industry reports, and news sources published between 2024-2025.