

Healthcare Chatbots Market - Global Outlook and Forecast 2021-2026

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Abstracts

In-depth Analysis and Data-driven Insights on the Impact of COVID-19 Included in this Global Healthcare Chatbots Market Report

The healthcare chatbots market by revenue is expected to grow at a CAGR of 27.17% during the period 2020–2026.

The healthcare industry is adopting chatbots to automate repetitive tasks and save costs and resources. The chatbot designing and the development processes based on the best practice will help the healthcare industry achieve the targeted goals and offer the full potential services. Several industries are exploring the bigger advantages that chatbots can provide to their businesses. In this context, AI-driven bots are widely popularized in different sectors. The high acceptance of Artificial intelligence-based bots that transform the customer experience by delivering more personalized services boosts the market growth.

The following factors are likely to contribute to the growth of the healthcare chatbots market during the forecast period:

High Demand for Mobile Health Applications

Favorable initiatives to boost the Acceptance of Chatbots for Healthcare Services

Increasing Need for Virtual Assistance in Healthcare Industry

Rising Demand For AI-Based Chatbots to Deliver Superior Customer

Experience

HEALTHCARE CHATBOTS MARKET SEGMENTATION

The global healthcare chatbots market research report includes a detailed segmentation by end-users, mode of delivery, component, application, geography. Healthcare providers are the dominant users. Hospitals are the major revenue contributors among all healthcare providers. It is estimated that a nearly 50% reduction in the cost of treatment and 30-40% improvement in outcomes can be achieved through the AI-driven bots in the hospitals, according to Frost & Sullivan.

The growing trend of adopting cloud-based software is gaining high traction in the global healthcare chatbots market. Cloud-based technologies play a significant role in positioning healthcare in the digital landscape and are increasing the adoption of healthcare bots. The adoption rate of cloud-based technology is high compared to on-premise. Cloud-based solutions simplify the healthcare chatbot's development process and offer integration with multiple channels with flexibility in services and data storage capabilities.

The software services segment will dominate the global healthcare chatbots market by component. APAC, Europe, and North America are the top contributor in the software services market. The AI software-based bots have the potential not only to understand the patients' intent, no matter how the questions are phrased but also to have far more potential to deliver accurate answers.

Mediktor is the world's most advanced and accurate symptom checker for pre-diagnosis and decision-making support. It is an AI-based solution that users can easily interact with the chatbots describing their symptoms in the natural language. The chatbots in healthcare are developed with huge capabilities to offer services to the patients in appointment scheduling. Patients can also get medical guidance at the same time.

End-Users

Healthcare Providers

Patients

Payers

Others

Mode of Delivery

Cloud-Based

On-Premise

Components

Software

Services

Application

Symptom Checking & Medication Guidance

Appointment Booking & Medical Guidance

INSIGHTS BY GEOGRAPHY

North America is the major revenue contributor to the healthcare chatbots market and offers significant growth opportunities for both the local and global players. The high penetration of telehealth services in the entire North American region is beneficial and has the huge potential in promoting the upcoming growth in the industry. The favorable initiatives by the government in supporting digital health and are expected to increase the adoption of healthcare bots across North America.

Geography

North America

US

Canada

Europe

UK

France

Germany

Italy

Spain

Netherlands

APAC

Japan

China

Australia

South Korea

India

Latin America

Brazil

Mexico

Argentina

Middle East & Africa

South Africa

Saudi Arabia

UAE

Turkey

Israel

COMPETITIVE LANDSCAPE

The global market is gaining attention with the widely popularized regional and global players offering chatbot services in the healthcare industry. Several countries across the globe are increasing and focusing on the adoption of healthcare chatbots, which is expected to give a significant rise to the entry of new players. The market is highly competitive as the existing players offer similar solutions at substantially low prices without any service differentiation to end-users. Ada Health, Babylon, Baidu, Buoy Health, GYANT, HealthTap, Infermedica, PACT Care, Sensely, and Your.MD. are the key players in the healthcare chatbots market.

Key Vendors:

Ada Health

Buoy Health

Babylon

Baidu Health

GYANT

HealthTap

Infermedica

PACT Care

Sensely

Your.MD

Other Prominent Vendors

Ariana Digital

Creative Virtual

HealthJoy

Inbenta Technologies

Khealth

Makerobos Innovation Labs

Mediktor

Next IT

Napier Healthcare

Nuance

Syntheticx

Virtual Spirits

Woebot

Wysa

X2AI

KEY QUESTIONS ANSWERED:

1. How big is the healthcare chatbot market?
2. What is the growth rate of the healthcare chatbot market?
3. Who are the major players in the chatbots healthcare industry?
4. Which region is likely to lead the global Healthcare Chatbots Market?
5. What are the advancements in the healthcare chatbot industry?

Contents

1 RESEARCH METHODOLOGY

2 RESEARCH OBJECTIVES

3 RESEARCH PROCESS

4 SCOPE & COVERAGE

4.1 Market Definition

4.1.1 Inclusions

4.1.2 Exclusions

4.1.3 Market Estimation Caveats

4.2 Base Year

4.3 Scope of the Study

4.3.1 Market Segmentation by End-users

4.3.2 Market Segmentation by Mode of Delivery

4.3.3 Market by Component

4.3.4 Market Segmentation by Application

4.3.5 Market Segmentation by Geography

5 REPORT ASSUMPTIONS & CAVEATS

5.1 Key Caveats

5.2 Currency Conversion

5.3 Market Derivation

6 MARKET AT A GLANCE

7 INTRODUCTION

7.1 Overview

7.1.1 Chatbots in Healthcare Industry

8 MARKET OPPORTUNITIES & TRENDS

8.1 Demand for Ai-Based Chatbots to Deliver Superior Customer Experience

8.2 Advancements in Chatbots Through NLP

8.3 Increased Acceptance/Awareness of Chatbots Due to Covid-19

8.4 Emergence of Social Media Oriented Chatbots

9 MARKET GROWTH ENABLERS

9.1 High Demand for Mobile Health Apps

9.2 Growing Internet Connectivity & Smartphone Penetration

9.3 Favorable Initiatives to Boost Chatbots in Healthcare Services

9.4 Rising Need for Virtual Assistance in Healthcare

10 MARKET RESTRAINTS

10.1 Concerns Regarding Data Privacy

10.2 Lack of Awareness & Skilled Healthcare Professionals

10.3 High Deployment Costs of Chatbots

11 MARKET LANDSCAPE

11.1 Market Overview

11.2 Market Size & Forecast

11.2.1 End-users Insights

11.2.2 Mode of Delivery Insights

11.2.3 Component Insights

11.2.4 Application Insights

11.3 Five Forces Analysis

11.3.1 Threat of New Entrants

11.3.2 Bargaining Power of Suppliers

11.3.3 Bargaining Power of Buyers

11.3.4 Threat of Substitutes

11.3.5 Competitive Rivalry

12 END-USERS

12.1 Market Snapshot & Growth Engine

12.2 Market Overview

12.3 Healthcare Providers

12.3.1 Market Overview

12.3.2 Market Size & Forecast

12.3.3 Healthcare Providers: Geographical Segmentation

12.4 Patients

12.4.1 Market Overview

12.4.2 Market Size & Forecast

12.4.3 Patients: Geographical Segmentation

12.5 Payers

12.5.1 Market Overview

12.5.2 Market Size & Forecast

12.5.3 Payers: Geographical Segmentation

12.6 Others

12.6.1 Market Overview

12.6.2 Market Size & Forecast

12.6.3 Others: Geographical Segmentation

13 MODE OF DELIVERY

13.1 Market Snapshot & Growth Engine

13.2 Market Overview

13.3 Cloud-Based

13.3.1 Market Overview

13.3.2 Market Size & Forecast

13.3.3 Cloud-Based: Geographical Segmentation

13.4 On-Premise

13.4.1 Market Overview

13.4.2 Market Size & Forecast

13.4.3 On-Premise: Geographical Segmentation

14 COMPONENT

14.1 Market Snapshot & Growth Engine

14.2 Market Overview

14.3 Software

14.3.1 Market Overview

14.3.2 Market Size & Forecast

14.3.3 Software: Geographical Segmentation

14.4 Services

14.4.1 Market Overview

14.4.2 Market Size & Forecast

14.4.3 Services: Geographical Segmentation

15 APPLICATION

15.1 Market Snapshot & Growth Engine

15.2 Market Overview

15.3 Symptom Checking & Medication Assistance

15.3.1 Market Overview

15.3.2 Market Size & Forecast

15.3.3 Symptom Checking & Medication Assistance: Geographical Segmentation

15.4 Appointment Scheduling & Medical Guidance

15.4.1 Market Overview

15.4.2 Market Size & Forecast

15.4.3 Appointment Scheduling & Medical Guidance: Geographical Segmentation

16 GEOGRAPHY

16.1 Market Snapshot & Growth Engine

16.2 Geographic Overview

17 NORTH AMERICA

17.1 Market Overview

17.2 Market Size & Forecast

17.2.1 North America: End-User Segmentation

17.2.2 North America: Mode of Delivery

17.2.3 North America: Component

17.2.4 North America: Application

17.3 Key Countries

17.3.1 US: Market Size & Forecast

17.3.2 Canada: Market Size & Forecast

18 EUROPE

18.1 Market Overview

18.2 Market Size & Forecast

18.2.1 Europe: End-user Segmentation

18.2.2 Europe: Mode of Delivery

18.2.3 Europe: Component

18.2.4 Europe: Application

18.3 Key Countries

- 18.3.1 UK: Market Size & Forecast
- 18.3.2 France: Market Size & Forecast
- 18.3.3 Germany: Market Size & Forecast
- 18.3.4 Italy: Market Size & Forecast
- 18.3.5 Spain: Market Size & Forecast
- 18.3.6 Netherlands: Market Size & Forecast

19 APAC

- 19.1 Market Overview
- 19.2 Market Size & Forecast
 - 19.2.1 APAC: End-user Segmentation
 - 19.2.2 APAC: Mode of Delivery
 - 19.2.3 APAC: Component
 - 19.2.4 APAC: Application
- 19.3 Key Countries
 - 19.3.1 Japan: Market Size & Forecast
 - 19.3.2 China: Market Size & Forecast
 - 19.3.3 Australia: Market Size & Forecast
 - 19.3.4 South Korea: Market Size & Forecast
 - 19.3.5 India: Market Size & Forecast

20 LATIN AMERICA

- 20.1 Market Overview
- 20.2 Market Size & Forecast
 - 20.2.1 Latin America: End-user Segmentation
 - 20.2.2 Latin America: Mode of Delivery
 - 20.2.3 Latin America: Component
 - 20.2.4 Latin America: Application
- 20.3 Key Countries
 - 20.3.1 Brazil: Market Size & Forecast
 - 20.3.2 Mexico: Market Size & Forecast
 - 20.3.3 Argentina: Market Size & Forecast

21 MIDDLE EAST & AFRICA

- 21.1 Market Overview
- 21.2 Market Size & Forecast

- 21.2.1 Middle East & Africa: End-user Segmentation
- 21.2.2 Middle East & Africa: Mode of Delivery
- 21.2.3 Middle East & Africa: Component
- 21.2.4 Middle East & Africa: Application
- 21.3 Key Countries
 - 21.3.1 South Africa: Market Size & Forecast
 - 21.3.2 Saudi Arabia: Market Size & Forecast
 - 21.3.3 UAE: Market Size & Forecast
 - 21.3.4 Turkey: Market Size & Forecast
 - 21.3.5 Israel: Market Size & Forecast

22 COMPETITIVE LANDSCAPE

- 22.1 Competition Overview
- 22.2 Market Share Analysis
 - 22.2.1 Ada Health
 - 22.2.2 Baidu
 - 22.2.3 Buoy Health
 - 22.2.4 Babylon
 - 22.2.5 GYANT
 - 22.2.6 HealthTap
 - 22.2.7 Infermedica
 - 22.2.8 Sensely
 - 22.2.9 Your.MD

23 KEY COMPANY PROFILES

- 23.1 Ada Health
 - 23.1.1 Business Overview
 - 23.1.2 Product Offerings
 - 23.1.3 Key Strategies
 - 23.1.4 Key Strengths
 - 23.1.5 Key Opportunities
- 23.2 Buoy Health
 - 23.2.1 Business Overview
 - 23.2.2 Product Offerings
 - 23.2.3 Key Strategies
 - 23.2.4 Key Strengths
 - 23.2.5 Key Opportunities

23.3 Babylon

23.3.1 Business Overview

23.3.2 Product Offerings

23.3.3 Key Strategies

23.3.4 Key Strengths

23.3.5 Key Opportunities

23.4 Baidu

23.4.1 Business Overview

23.4.2 Product Offerings

23.4.3 Key Strategies

23.4.4 Key Strengths

23.4.5 Key Opportunities

23.5 GYANT

23.5.1 Business Overview

23.5.2 Product Offerings

23.5.3 Key Strategies

23.5.4 Key Strengths

23.5.5 Key Opportunities

23.6 HealthTap

23.6.1 Business Overview

23.6.2 Product Offerings

23.6.3 Key Strategies

23.6.4 Key Strengths

23.6.5 Key Opportunities

23.7 Infermedica

23.7.1 Business Overview

23.7.2 Product Offerings

23.7.3 Key Strategies

23.7.4 Key Strengths

23.7.5 Key Opportunities

23.8 Pact Care

23.8.1 Business Overview

23.8.2 Product Offerings

23.8.3 Key Strategies

23.8.4 Key Strengths

23.8.5 Key Opportunities

23.9 Sensely

23.9.1 Business Overview

23.9.2 Product Offerings

23.9.3 Key Strategies

23.9.4 Key Strengths

23.9.5 Key Opportunities

23.10 YOUR.MD

23.10.1 Business Overview

23.10.2 Product Offerings

23.10.3 Key Strategies

23.10.4 Key Strengths

23.10.5 Key Opportunities

24 OTHER PROMINENT VENDORS

24.1 Ariana Digital Health

24.1.1 Business Overview

24.1.2 Product Offerings

24.1.3 Key Strategies & strengths

24.2 Creative Virtual

24.2.1 Business Overview

24.2.2 Product Offerings

24.2.3 Key Strategies

24.2.4 Key Strengths

24.3 HealthJoy

24.3.1 Business Overview

24.3.2 Product Offerings

24.3.3 Key Strategies

24.3.4 Key Strengths

24.4 Inbenta Technologies

24.4.1 Business Overview

24.4.2 Product Offerings

24.4.3 Key Strategies

24.4.4 Key Strengths

24.5 Khealth

24.5.1 Business Overview

24.5.2 Product Offerings

24.5.3 Key Strategies

24.5.4 Key Strengths

24.6 Makerobos Innovation Labs

24.6.1 Business Overview

24.6.2 Product Offerings

- 24.6.3 Key Strategies
- 24.6.4 Key Strengths
- 24.7 Mediktor
 - 24.7.1 Business Overview
 - 24.7.2 Product Offerings
 - 24.7.3 Key Strategies
 - 24.7.4 Key Strengths
- 24.8 Next IT
 - 24.8.1 Business Overview
 - 24.8.2 Product Offerings
 - 24.8.3 Key Strategies
 - 24.8.4 Key Strengths
- 24.9 Napier Healthcare
 - 24.9.1 Business Overview
 - 24.9.2 Product Offerings
 - 24.9.3 Key Strategies
 - 24.9.4 Key Strengths
- 24.10 Nuance
 - 24.10.1 Business Overview
 - 24.10.2 Product Offerings
 - 24.10.3 Key Strategies
 - 24.10.4 Key Strengths
- 24.11 Synthetix
 - 24.11.1 Business Overview
 - 24.11.2 Product Offerings
 - 24.11.3 Key Strategies
 - 24.11.4 Key Strengths
- 24.12 Virtual Spirits
 - 24.12.1 Business Overview
 - 24.12.2 Product Offerings
 - 24.12.3 Key Strategies
 - 24.12.4 Key Strengths
- 24.13 Woebot
 - 24.13.1 Business Overview
 - 24.13.2 Product Offerings
 - 24.13.3 Key Strategies
 - 24.13.4 Key Strengths
- 24.14 Wysa
 - 24.14.1 Business Overview

24.14.2 Product Offerings

24.14.3 Key Strategies

24.14.4 Key Strengths

24.15 X2AI

24.15.1 Business Overview

24.15.2 Product Offerings

24.15.3 Key Strategies

24.15.4 Key Strengths

25 REPORT SUMMARY

25.1 Key Takeaways

25.2 Strategic Recommendations

26 QUANTITATIVE SUMMARY

26.1 Market by End-Users

26.1.1 North America: End-user Segmentation

26.1.2 Europe: End-user Segmentation

26.1.3 APAC: End-user Segmentation

26.1.4 Latin America: End-user Segmentation

26.1.5 Middle East & Africa: End-user Segmentation

26.2 Market by Mode of Delivery

26.2.1 North America: Mode of Delivery Segmentation

26.2.2 Europe: Mode of Delivery Segmentation

26.2.3 APAC: Mode of Delivery Segmentation

26.2.4 Latin America: Mode of Delivery Segmentation

26.2.5 Middle East & Africa: Mode of Delivery Segmentation

26.3 Market by Component

26.3.1 North America: Component Segmentation

26.3.2 Europe: Component segmentation

26.3.3 APAC: Component Segmentation

26.3.4 Latin America: Component Segmentation

26.3.5 Middle East & Africa: Component Segmentation

26.4 Market by Application

26.4.1 North America: Application Segmentation

26.4.2 Europe: Application Segmentation

26.4.3 APAC: Application Segmentation

26.4.4 Latin America: Application Segmentation

26.4.5 Middle East & Africa: Application Segmentation

26.5 Market by Geography

26.5.1 Healthcare Providers: Geographical Segmentation

26.5.2 Patients: Geographical Segmentation

26.5.3 Payers: Geographical Segmentation

26.5.4 Other End-users: Geographical Segmentation

26.5.5 Cloud-based: Geographical Segmentation

26.5.6 On-Premise: Geographical Segmentation

26.5.7 Software: Geographical Segmentation

26.5.8 Services: Geographical Segmentation

26.5.9 Symptom Checking & Medication Assistance: Geographical Segmentation

26.5.10 Appointment Booking & Medical Guidance: Geographical Segmentation

27 APPENDIX

27.1 Abbreviations

List Of Exhibits

LIST OF EXHIBITS

- Exhibit 1 Segmentation of Global Healthcare Chatbots Market
- Exhibit 2 Market Size Calculation Approach 2020
- Exhibit 3 Impact of Demand for AI-based Chatbots to Deliver Superior Customer Experience
- Exhibit 4 Total Number of FDA Approved Algorithms 2014-2019.
- Exhibit 5 Impact of Advancements in Chatbots Through NLP
- Exhibit 6 Impact of Increased Acceptance/Awareness of Chatbots due to Covid-19
- Exhibit 7 Impact of Emergence of Social Media-oriented Chatbots
- Exhibit 8 Impact of High Demand for Mobile Health Apps
- Exhibit 9 mHealth Apps by Category in Apple iOS and Google App Platforms
- Exhibit 10 Impact of Growing Internet Connectivity & Smartphone Penetration
- Exhibit 11 Percentage of Smartphones Penetration in Different Countries
- Exhibit 12 Impact of Favorable Initiatives to Boost Chatbots in Healthcare Services
- Exhibit 13 Impact of Rising Need for Virtual Assistance in Healthcare
- Exhibit 14 Impact of Concerns Regarding Data Privacy
- Exhibit 15 Impact of Lack of Awareness & Skilled Healthcare Professionals
- Exhibit 16 Impact of High Deployment Costs of Chatbots
- Exhibit 17 Challenges Faced by Chatbot Providers While Implementing Chatbots (Percentage)
- Exhibit 18 Global Healthcare Chatbots Market 2020–2026 (\$ million)
- Exhibit 19 Global Healthcare Chatbots Market by End-users
- Exhibit 20 Global Healthcare Chatbots Market by Mode of Delivery
- Exhibit 21 Global Healthcare Chatbots Market by Component
- Exhibit 22 Global Healthcare Chatbots Market by Application
- Exhibit 23 Five Forces Analysis 2020
- Exhibit 24 Incremental Growth by End-users 2020 & 2026
- Exhibit 25 Global Healthcare Chatbots Market by End-users
- Exhibit 26 Global Healthcare Chatbots Market by End-users: Incremental Growth
- Exhibit 27 Global Healthcare Chatbots Market by End-users: Absolute Growth
- Exhibit 28 Global Healthcare Providers Chatbots Market: Incremental & Absolute Growth
- Exhibit 29 Global Healthcare Providers Chatbots Market 2020–2026 (\$ million)
- Exhibit 30 Incremental Growth by Geography 2020 & 2026
- Exhibit 31 Users Benefits of Chatbots in Healthcare
- Exhibit 32 Global Healthcare Patient Chatbots Market: Incremental & Absolute Growth

- Exhibit 33 Global Healthcare Patient Chatbots Market 2020–2026 (\$ million)
- Exhibit 34 Incremental Growth by Geography 2020 & 2026
- Exhibit 35 Global Healthcare Payers Chatbots Market: Incremental & Absolute Growth
- Exhibit 36 Global Healthcare Payers Chatbots Market 2020–2026 (\$ million)
- Exhibit 37 Incremental Growth by Geography 2020 & 2026
- Exhibit 38 Global Healthcare Others Chatbots Market: Incremental & Absolute Growth
- Exhibit 39 Global Healthcare Others Chatbots Market 2020–2026 (\$ million)
- Exhibit 40 Incremental Growth by Geography 2020 & 2026
- Exhibit 41 Incremental Growth by Mode of Delivery 2020 & 2026
- Exhibit 42 Global Healthcare Chatbots Market by Mode of Delivery
- Exhibit 43 Global Healthcare Chatbots Market by Mode of Delivery: Incremental Growth
- Exhibit 44 Global Healthcare Chatbots Market by Mode of Delivery: Absolute Growth
- Exhibit 45 Global Cloud-based Healthcare Chatbots Market: Incremental & Absolute Growth
- Exhibit 46 Global Cloud-Based Healthcare Chatbots Market 2020–2026 (\$ million)
- Exhibit 47 Incremental Growth by Geography 2020 & 2026
- Exhibit 48 Global On-Premise Healthcare Chatbots Market: Incremental & Absolute Growth
- Exhibit 49 Global On-premise Healthcare Chatbots Market 2020–2026 (\$ million)
- Exhibit 50 Incremental Growth by Geography 2020 & 2026
- Exhibit 51 Incremental Growth by Component 2020 & 2026
- Exhibit 52 Global Healthcare Chatbots Market by Component
- Exhibit 53 Global Healthcare Chatbots Market by Component: Incremental Growth
- Exhibit 54 Global Healthcare Chatbots Market by Component: Absolute Growth
- Exhibit 55 Global Healthcare Chatbots Software Market: Incremental & Absolute Growth
- Exhibit 56 Global Healthcare Chatbots Software Market 2020–2026 (\$ million)
- Exhibit 57 Incremental Growth by Geography 2020 & 2026
- Exhibit 58 Global Healthcare Chatbots Services Market: Incremental & Absolute Growth
- Exhibit 59 Global Healthcare Chatbots Services Market 2020–2026 (\$ million)
- Exhibit 60 Incremental Growth by Geography 2020 & 2026
- Exhibit 61 Incremental Growth by Application 2020 & 2026
- Exhibit 62 Global Healthcare Chatbots Market by Application
- Exhibit 63 Global Healthcare Chatbots Market by Application: Incremental Growth
- Exhibit 64 Global Healthcare Chatbots Market by Application: Absolute Growth
- Exhibit 65 Global Symptom Checking & Medication Assistance Healthcare Chatbots Market: Incremental & Absolute Growth
- Exhibit 66 Global Healthcare Symptom Checking & Medication Assistance Chatbots Market 2020-2026 (\$ million)
- Exhibit 67 Incremental Growth by Geography 2020 & 2026

- Exhibit 68 Global Healthcare Appointment Scheduling & Medical Guidance Chatbots Market: Incremental & Absolute Growth
- Exhibit 69 Global Healthcare Appointment Scheduling & Medical Guidance Chatbots Market 2020–2026 (\$ million)
- Exhibit 70 Incremental Growth by Geography 2020 & 2026
- Exhibit 71 Incremental Growth by Geography 2020 & 2026
- Exhibit 72 Global Healthcare Chatbots Market by Geography
- Exhibit 73 Global Healthcare Chatbots Market by Geography: Absolute Growth
- Exhibit 74 Global Healthcare Chatbots Market by Geography: Incremental Growth
- Exhibit 75 Number of Mobile & Smartphone Subscriptions in 2014 & 2020 (million)
- Exhibit 76 North America Healthcare Chatbots Market: Incremental & Absolute Growth
- Exhibit 77 Healthcare Chatbots Market in North America 2020–2026 (\$ million)
- Exhibit 78 Incremental Growth by End-users 2020 & 2026
- Exhibit 79 Incremental Growth by Mode of Delivery 2020 & 2026
- Exhibit 80 Incremental Growth by Component 2020 & 2026
- Exhibit 81 Incremental Growth by Application 2020 & 2026
- Exhibit 82 Incremental Growth in North America 2020 & 2026
- Exhibit 83 Healthcare Chatbots Market in US 2020–2026 (\$ million)
- Exhibit 84 Healthcare Chatbots Market in Canada 2020–2026 (\$ million)
- Exhibit 85 Healthcare Chatbots Market in Europe: Key Countries (\$ million)
- Exhibit 86 Increase in Smartphone Subscriptions in Europe 2013 & 2019 (million)
- Exhibit 87 Europe Healthcare Chatbots Market: Incremental & Absolute Growth
- Exhibit 88 Europe Healthcare Chatbots Market 2020–2026 (\$ million)
- Exhibit 89 Incremental Growth by End-users 2020 & 2026
- Exhibit 90 Incremental Growth by Mode of Delivery 2020 & 2026
- Exhibit 91 Incremental Growth by Component 2020 & 2026
- Exhibit 92 Incremental Growth by Application 2020 & 2026
- Exhibit 93 Incremental Growth in Europe 2020 & 2026
- Exhibit 94 Healthcare Chatbots Market in UK 2020–2026 (\$ million)
- Exhibit 95 Healthcare Chatbots Market in France 2020–2026 (\$ million)
- Exhibit 96 Germany Public Cloud Spending 2015 & 2020 (\$ billion)
- Exhibit 97 Smartphones Ownership Among German Population of Different Aged Groups (%)
- Exhibit 98 Healthcare Chatbots Market in Germany 2020–2026 (\$ million)
- Exhibit 99 Healthcare Chatbots Market in Italy 2020–2026 (\$ million)
- Exhibit 100 Healthcare Chatbots Market in Spain 2020–2026 (\$ million)
- Exhibit 101 Healthcare Chatbots Market in Netherlands 2020–2026 (\$ million)
- Exhibit 102 Estimated Percentage of Smartphone Connections in APAC Region 2019–2025

Exhibit 103 APAC Healthcare Chatbots Market 2020 & 2026: Incremental & Absolute Growth

Exhibit 104 Healthcare Chatbots Market in APAC 2020–2026 (\$ million)

Exhibit 105 Incremental Growth by End-users 2020 & 2026

Exhibit 106 Incremental Growth by Mode of Delivery 2020 & 2026

Exhibit 107 Incremental Growth by Component 2020 & 2026

Exhibit 108 Incremental Growth by Application 2020 & 2026

Exhibit 109 Incremental Growth in APAC 2020 & 2026

Exhibit 110 Healthcare Chatbots Market in Japan 2020–2026 (\$ million)

Exhibit 111 Percentage of Smartphone Ownership in China 2016–2018

Exhibit 112 Percentage of Comparison of AI-based Apps in China

Exhibit 113 Percentage of Cost Savings in Healthcare by mHealth Applications

Exhibit 114 Healthcare Chatbots Market in China 2020–2026 (\$ million)

Exhibit 115 Australia Healthcare Chatbots Market 2020–2026 (\$ million)

Exhibit 116 South Korea Healthcare Chatbots Market 2020–2026 (\$ million)

Exhibit 117 Healthcare Chatbots Market in India 2020–2026 (\$ million)

Exhibit 118 Estimated Number of Mobile Internet Users 2019–2025 (millions)

Exhibit 119 Latin America Healthcare Chatbots Market: Incremental & Absolute Growth

Exhibit 120 Latin America Healthcare Chatbots Market 2020–2026 (\$ million)

Exhibit 121 Incremental Growth by End-users 2020 & 2026

Exhibit 122 Incremental Growth by Mode of Delivery 2020 & 2026

Exhibit 123 Incremental Growth by Component 2020 & 2026

Exhibit 124 Incremental Growth by Application 2020 & 2026

Exhibit 125 Incremental Growth in Latin America 2020 & 2026

Exhibit 126 Healthcare Chatbots Market in Brazil 2020–2026 (\$ million)

Exhibit 127 Healthcare Chatbots Market in Mexico 2020–2026 (\$ million)

Exhibit 128 Healthcare Chatbots Market in Argentina 2020–2026 (\$ million)

Exhibit 129 Healthcare Chatbots Market in Middle East & Africa: Absolute & Incremental Growth Comparison

Exhibit 130 Percentage of Mobile Internet Users in 2019 & 2025 in MEA (Penetration Rate)

Exhibit 131 Healthcare Chatbots Market in Middle East & Africa 2020–2026 (\$ million)

Exhibit 132 Incremental Growth by End-users 2020 & 2026

Exhibit 133 Incremental Growth by Mode of Delivery 2020 & 2026

Exhibit 134 Incremental Growth by Component 2020 & 2026

Exhibit 135 Incremental Growth by Application 2020 & 2026

Exhibit 136 Incremental Growth in MEA 2020 & 2026

Exhibit 137 Healthcare Chatbots Market in South Africa 2020–2026 (\$ million)

Exhibit 138 Healthcare Chatbots Market in Saudi Arabia 2020–2026 (\$ million)

Exhibit 139 Number of Internet Users in 2015 & 2021 in UAE

Exhibit 140 Healthcare Chatbots Market in UAE 2020–2026 (\$ million)

Exhibit 141 Healthcare Chatbots Market in Turkey 2020–2026 (\$ million)

Exhibit 142 Healthcare Chatbots Market in Israel 2020–2026 (\$ million)

Exhibit 143 Global Healthcare Chatbots Market by Application 2020–2026 (\$ million)

List Of Tables

LIST OF TABLES

Table 1 Key Caveats

Table 2 Currency Conversion 2013?2020

Table 3 Significant & Unique Features of Chatbots

Table 4 Features & Dimensions of m-Health Apps and their Functionality

Table 5 Features of Some Healthcare Chatbot Applications

Table 6 North America Healthcare Chatbots Market by End-Users 2020?2026 (\$ million)

Table 7 North America Healthcare Chatbots Market by End-users 2020?2026 (%)

Table 8 North America Healthcare Chatbots Market by Mode of Delivery 2020?2026 (\$ million)

Table 9 North America Healthcare Chatbots Market by Mode of Delivery 2020?2026 (%)

Table 10 North America Healthcare Chatbots Market by Component 2020?2026 (\$ million)

Table 11 North America Healthcare Chatbots Market by Component 2020?2026 (%)

Table 12 North America Healthcare Chatbots Market by Application 2020?2026 (\$ million)

Table 13 North America Healthcare Chatbots Market by Application 2020?2026 (%)

Table 14 Top Healthcare Chatbots in US and Their Functionalities

Table 15 Europe Healthcare Chatbots Market by End-users 2020?2026 (\$ million)

Table 16 Europe Healthcare Chatbots Market by End-users 2020?2026 (%)

Table 17 Europe Healthcare Chatbots Market by Mode of Delivery 2020?2026 (\$ million)

Table 18 Europe Healthcare Chatbots Market by Mode of Delivery 2020?2026 (%)

Table 19 Europe Healthcare Chatbots Market by Component 2020?2026 (\$ million)

Table 20 Europe Healthcare Chatbots Market by Component 2020?2026 (%)

Table 21 Europe Healthcare Chatbots Market by Application 2020?2026 (\$ million)

Table 22 Europe Healthcare Chatbots Market by Application 2020?2026 (%)

Table 23 APAC Healthcare Chatbots Market by End-users 2020?2026 (\$ million)

Table 24 APAC Healthcare Chatbots Market by End-users 2020?2026 (%)

Table 25 APAC Healthcare Chatbots Market by Mode of Delivery 2020?2026 (\$ million)

Table 26 APAC Healthcare Chatbots Market by Mode of Delivery 2020?2026 (%)

Table 27 APAC Healthcare chatbots Market by Component 2020?2026 (\$ million)

Table 28 APAC Healthcare Chatbots Market by Component 2020?2026 (%)

Table 29 APAC Healthcare Chatbots Market by Application 2020?2026 (\$ million)

Table 30 APAC Healthcare Chatbots Market by Application 2020?2026 (%)

Table 31 Latin America Healthcare Chatbots Market by End-users 2020?2026 (\$

million)

Table 32 Latin America Healthcare Chatbots Market by End-users 2020?2026 (%)

Table 33 Latin America Healthcare Chatbots Market by Mode of Delivery 2020?2026 (\$ million)

Table 34 Latin America Healthcare Chatbots Market by Mode of Delivery 2020?2026 (%)

Table 35 Latin America Healthcare Chatbots Market by Component 2020?2026 (\$ million)

Table 36 Latin America Healthcare Chatbots Market by Component 2020?2026 (%)

Table 37 Latin America Healthcare Chatbots Market by Application 2020?2026 (\$ million)

Table 38 Latin America Healthcare Chatbots Market by Application 2020?2026 (%)

Table 39 MEA Healthcare Chatbots Market by End-users 2020?2026 (\$ million)

Table 40 MEA Healthcare Chatbots Market by End-users 2020?2026 (%)

Table 41 MEA Healthcare Chatbots Market by Mode of Delivery 2020?2026 (\$ million)

Table 42 MEA Healthcare Chatbots Market by Mode of Delivery 2020?2026 (%)

Table 43 MEA Healthcare Chatbots Market by Component 2020?2026 (\$ million)

Table 44 MEA Healthcare Chatbots Market by Component 2020?2026 (%)

Table 45 MEA Healthcare Chatbots Market by Application 2020?2026 (\$ million)

Table 46 MEA Healthcare Chatbots Market by Application 2020?2026 (%)

Table 47 Competitive Structure Analysis of Global Healthcare Chatbots Market

Table 48 Ada Health: Major Product Offerings

Table 49 Buoy Health: Major Product Offerings

Table 50 Babylon: Major Product Offerings

Table 51 Baidu Health: Major Product Offerings

Table 52 GYANT: Major Product Offerings

Table 53 HealthTap: Major Product Offerings

Table 54 Infermedica: Major Product Offerings

Table 55 PACT Care: Major Product Offerings

Table 56 Sensely: Major Product Offerings

Table 57 Your.MD: Major Product Offerings

Table 58 Ariana Digital: Major Product Offerings

Table 59 Creative Virtual: Major Product Offerings

Table 60 HealthJoy: Major Product Offerings

Table 61 Inbenta Technologies: Major Product Offerings

Table 62 Khealth: Major Product Offerings

Table 63 Makerobos Innovation Labs: Major Product Offerings

Table 64 Mediktor: Major Product Offerings

Table 65 Next IT: Major Product Offerings

Table 66 Napier Healthcare: Major Services Offerings
Table 67 Nuance: Major Services Offerings
Table 68 Synthetix: Major Product Offerings
Table 69 Virtual Spirits: Major services Offerings
Table 70 Woebot: Major Services Offerings
Table 71 Wysa: Major Product Offerings
Table 72 X2AI: Major Product Offerings
Table 73 Global Healthcare Chatbots Market by End-users 2020?2026 (\$ million)
Table 74 Global Healthcare Chatbots Market by End-users 2020?2026 (%)
Table 75 North America Healthcare Chatbots Market by End-Users 2020–2026 (\$ million)
Table 76 North America Healthcare Chatbots Market by End-users 2020-2026(%)
Table 77 Europe Healthcare Chatbots Market by End-users 2020–2026 (\$ million)
Table 78 Europe Healthcare Chatbots Market by End-users 2020–2026 (%)
Table 79 APAC Healthcare Chatbots Market by End-users 2020–2026 (\$ million)
Table 80 APAC Healthcare Chatbots Market by End-users (%)
Table 81 Latin America Healthcare Chatbots Market by End-users 2020–2026 (\$ million)
Table 82 Latin America Healthcare Chatbots Market by End-users 2020–2026 (%)
Table 83 MEA Healthcare Chatbots Market by End-users 2020–2026 (\$million)
Table 84 MEA Healthcare Chatbots Market by End-users 2020–2026 (%)
Table 85 Global Healthcare Chatbots Market by Mode of Delivery 2020?2026 (\$ million)
Table 86 Global Healthcare Chatbots Market by Mode of Delivery 2020?2026 (%)
Table 87 North America Healthcare Chatbots Market by Mode of Delivery 2020–2026 (\$ million)
Table 88 North America Healthcare Chatbots Market by Mode of Delivery 2020–2026 (%)
Table 89 Europe Healthcare Chatbots Market by Mode of Delivery 2020–2026 (\$ million)
Table 90 Europe Healthcare Chatbots Market by Mode of Delivery 2020–2026 (%)
Table 91 APAC Healthcare Chatbots Market by Mode of Delivery 2020–2026 (\$ million)
Table 92 APAC Healthcare Chatbots Market by Mode of Delivery (%)
Table 93 Latin America Healthcare Chatbots Market by Mode of Delivery 2020–2026 (\$ million)
Table 94 Latin Healthcare chatbots Market by Mode of Delivery 2020–2026 (%)
Table 95 MEA Healthcare Chatbots Market by Mode of Delivery 2020–2026 (\$ million)
Table 96 MEA Healthcare Chatbots Market by Mode of Delivery 2020–2026 (%)
Table 97 Global Healthcare Chatbots Market by Component 2020?2026 (\$ million)
Table 98 Global Healthcare Chatbots Market by Component 2020?2026 (%)

Table 99 North America Healthcare Chatbots Market by Component 2020–2026 (\$ million)

Table 100 North America Healthcare Chatbots Market by Component 2020–2026 (%)

Table 101 Europe Healthcare Chatbots Market by Component 2020–2026 (\$ million)

Table 102 Europe Healthcare Chatbots Market by Component 2020–2026 (%)

Table 103 APAC Healthcare Chatbots Market by Component 2020–2026 (\$ million)

Table 104 APAC Healthcare Chatbots Market by Component (%)

Table 105 Latin America Healthcare Chatbots Market by Component 2020–2026 (\$ million)

Table 106 Latin Healthcare Chatbots Market by Component 2020–2026 (%)

Table 107 MEA Healthcare Chatbots Market by Component 2020–2026 (\$ million)

Table 108 MEA Healthcare Chatbots Market by Component 2020–2026 (%)

Table 109 Global Healthcare Chatbots Market by Application 2020–2026 (%)

Table 110 North America Healthcare Chatbots Market by Application 2020–2026 (\$ million)

Table 111 North America Healthcare Chatbots Market by Application 2020–2026 (%)

Table 112 Europe Healthcare Chatbots Market by Application 2020–2026 (\$ million)

Table 113 Europe Healthcare Chatbots Market by Application 2020–2026 (%)

Table 114 APAC Healthcare Chatbots Market by Application 2020–2026 (\$ million)

Table 115 APAC Healthcare Chatbots Market by Application (%)

Table 116 Latin America Healthcare Chatbots Market by Application 2020–2026 (\$ million)

Table 117 Latin America Healthcare Chatbots Market by Application 2020–2026 (%)

Table 118 MEA Healthcare Chatbots Market by Application 2020–2026 (\$ million)

Table 119 MEA Healthcare Chatbots Market by Application 2020–2026 (%)

Table 120 Global Healthcare Chatbots Market by Geography 2020–2026 (\$ million)

Table 121 Global Healthcare Chatbots Market by Geography 2020–2026 (%)

Table 122 Global Healthcare Providers Chatbots Market 2020–2026 (\$ million)

Table 123 Global Healthcare Providers Chatbots Market 2020–2026 (%)

Table 124 Global Healthcare Chatbots Patients Market 2020–2026 (\$ million)

Table 125 Global Healthcare Chatbots Patients Market 2020–2026 (%)

Table 126 Global Healthcare Payers Chatbots Market 2020–2026 (\$ million)

Table 127 Global Healthcare Payers Chatbots Market 2020–2026 (%)

Table 128 Global Healthcare Other End-user Chatbots Market 2020–2026 (\$ million)

Table 129 Global Healthcare Other End-user Chatbots Market 2020–2026 (%)

Table 130 Global Cloud-based Healthcare Chatbots Market 2020–2026 (\$ million)

Table 131 Global Cloud-based Healthcare Chatbots Market 2020–2026 (%)

Table 132 Global On-premise Healthcare Chatbots Market 2020–2026 (\$ million)

Table 133 Global On-premise Healthcare Chatbots Market 2020–2026 (%)

Table 134 Global Healthcare Chatbots Software Market 2020?2026 (\$ million)

Table 135 Global Healthcare Chatbots Software Market 2020?2026 (%)

Table 136 Global Healthcare Chatbots Services Market 2020?2026 (\$ million)

Table 137 Global Healthcare Chatbots Services Market 2020?2026 (%)

Table 138 Global Symptom Checking & Medication Assistance Chatbots Market
2020?2026 (\$ million)

Table 139 Global Symptom Checking & Medication Assistance Chatbots Market
2020?2026 (%)

Table 140 Global Appointment Booking & Medical Guidance Chatbots Market
2020?2026 (\$ million)

Table 141 Global Appointment Booking & Medical Guidance Chatbots Market
2020?2026 (%)

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