

Global Business-support AI Customer Service Agents Market Research Report 2026(Status and Outlook)

<https://marketpublishers.com/r/G39967BADD16EN.html>

Date: March 2026

Pages: 154

Price: US\$ 3,200.00 (Single User License)

ID: G39967BADD16EN

Abstracts

Business-support AI Customer Service Agents refers to AI customer service agents that primarily support internal staff?such as human agents, supervisors and operations teams?rather than directly engaging with end customers in the front-end conversation. These agents are typically embedded into agent desktops, ticketing tools, CRMs or service hubs, and use foundation models plus agentic logic to interpret conversations, customer context and business policies. They perform tasks such as automatic call/chat summarization, post-interaction notes, knowledge and script recommendations, ticket categorization and prioritization, form pre-filling and data verification, as well as cross-system lookup and synchronization. The main objectives are to increase handling efficiency, reduce average handling time (AHT), minimize errors and strengthen compliance. Compared with interaction-response AI customer service agents, business-support agents act more like ?back-office copilots? that enhance internal productivity and service consistency, with their impact felt more in operations metrics than in the direct customer-facing experience.

The global Business-support AI Customer Service Agents market size was estimated at USD 380.0 million in 2025 and is projected to grow at a compound annual growth rate (CAGR) of 37.60% during the forecast period.

This report offers a comprehensive and in-depth analysis of the global Business-support AI Customer Service Agents market, covering all critical facets from a broad macroeconomic overview to detailed micro-level insights. It examines market size, competitive landscape, emerging development trends, niche segments, key drivers and challenges, as well as conducts SWOT and value chain analyses.

The insights provided enable readers to understand the competitive dynamics within the

industry and formulate effective strategies to enhance profitability and market positioning. Additionally, the report presents a clear framework for evaluating the current status and future outlook of business organizations operating in this sector.

A significant focus of this report lies in the competitive landscape of the global Business-support AI Customer Service Agents market. It offers detailed profiles of major players, including their market shares, performance metrics, product portfolios, and operational status. This enables stakeholders to identify leading competitors and gain a nuanced understanding of market rivalry and structure.

In summary, this report serves as an essential resource for industry participants, investors, researchers, consultants, and business strategists, as well as anyone planning to enter or expand their presence in the Business-support AI Customer Service Agents market.

Global Business-support AI Customer Service Agents Market: Market Segmentation Analysis

This research report provides a detailed segmentation of the market by region (country), key manufacturers, product type, and application. Market segmentation divides the overall market into distinct subsets based on factors such as product categories, end-user industries, geographic locations, and other relevant criteria.

A clear understanding of these market segments enables decision-makers to tailor their product development, sales, and marketing strategies more effectively to meet the unique needs of each segment. Leveraging market segmentation insights can significantly enhance targeted approaches, optimize resource allocation, and accelerate product innovation cycles by aligning offerings with the specific demands of diverse customer groups.

Key Company

Baidu AI Cloud
Alibaba Cloud
iFLYTEK
Tencent Cloud
DeepSeek
Zhipu AI
China Telecom

China Mobile
China Unicom
OpenAI
Google
Anthropic
Meta
Volcengine
Huawei Cloud
Dify
Ant Group
Salesforce
Zendesk
Microsoft
C3.ai
Cognigy
DevRev
Parloa
Voiceflow
HOLLYCRM
Zhongguancun Kejin
Tianrun Rongtong
NetEase Cloud Commerce
Linyang

Market Segmentation (by Type)

Model Layer
Platform Layer
Application Layer

Market Segmentation (by Application)

Internet
Finance
Telecommunications
Healthcare
Education
Other

Geographic Segmentation

North America (USA, Canada, Mexico)

Europe (Germany, UK, France, Russia, Italy, Rest of Europe)

Asia-Pacific (China, Japan, South Korea, India, Southeast Asia, Rest of Asia-Pacific)

South America (Brazil, Argentina, Columbia, Rest of South America)

The Middle East and Africa (Saudi Arabia, UAE, Egypt, Nigeria, South Africa, Rest of MEA)

Key Benefits of This Market Research:

Industry drivers, restraints, and opportunities covered in the study

Neutral perspective on the market performance

Recent industry trends and developments

Competitive landscape & strategies of key players

Potential & niche segments and regions exhibiting promising growth covered

Historical, current, and projected market size, in terms of value

In-depth analysis of the Business-support AI Customer Service Agents Market

Overview of the regional outlook of the Business-support AI Customer Service Agents Market:

Customization of the Report

In case of any queries or customization requirements, please connect with our sales team, who will ensure that your requirements are met.

Chapter Outline

Chapter 1 mainly introduces the statistical scope of the report, market division standards, and market research methods.

Chapter 2 is an executive summary of different market segments (by region, product type, application, etc), including the market size of each market segment, future

development potential, and so on. It offers a high-level view of the current state of the Business-support AI Customer Service Agents Market and its likely evolution in the short to mid-term, and long term.

Chapter 3 makes a detailed analysis of the market's competitive landscape of the market and provides the market share, capacity, output, price, latest development plan, merger, and acquisition information of the main manufacturers in the market.

Chapter 4 is the analysis of the whole market industrial chain, including the upstream and downstream of the industry, as well as Porter's five forces analysis.

Chapter 5 introduces the latest developments of the market, the driving factors and restrictive factors of the market, the challenges and risks faced by manufacturers in the industry, and the analysis of relevant policies in the industry.

Chapter 6 provides the analysis of various market segments according to product types, covering the market size and development potential of each market segment, to help readers find the blue ocean market in different market segments.

Chapter 7 provides the analysis of various market segments according to application, covering the market size and development potential of each market segment, to help readers find the blue ocean market in different downstream markets.

Chapter 8 provides a quantitative analysis of the market size and development potential of each region and its main countries and introduces the market development, future development prospects, market space, and capacity of each country in the world.

Chapter 9 shares the main producing countries of Business-support AI Customer Service Agents, their output value, profit level, regional supply, production capacity layout, etc. from the supply side.

Chapter 10 introduces the basic situation of the main companies in the market in detail, including product sales revenue, sales volume, price, gross profit margin, market share, product introduction, recent development, etc.

Chapter 11 provides a quantitative analysis of the market size and development potential of each region in the next five years.

Chapter 12 provides a quantitative analysis of the market size and development

potential of each market segment in the next five years.

Chapter 13 is the main points and conclusions of the report.

Key Reasons to Buy this Report:

Access to date statistics compiled by our researchers. These provide you with historical and forecast data, which is analyzed to tell you why your market is set to change

This enables you to anticipate market changes to remain ahead of your competitors

You will be able to copy data from the Excel spreadsheet straight into your marketing plans, business presentations, or other strategic documents

The concise analysis, clear graph, and table format will enable you to pinpoint the information you require quickly

Provision of market value data for each segment and sub-segment

Indicates the region and segment that is expected to witness the fastest growth as well as to dominate the market

Analysis by geography highlighting the consumption of the product/service in the region as well as indicating the factors that are affecting the market within each region

Competitive landscape which incorporates the market ranking of the major players, along with new service/product launches, partnerships, business expansions, and acquisitions in the past five years of companies profiled

Extensive company profiles comprising of company overview, company insights, product benchmarking, and SWOT analysis for the major market players

The current as well as the future market outlook of the industry concerning recent developments which involve growth opportunities and drivers as well as challenges and restraints of both emerging as well as developed regions

Includes in-depth analysis of the market from various perspectives through Porter's five forces analysis

Provides insight into the market through Value Chain

Market dynamics scenario, along with growth opportunities of the market in the years to come

6-month post-sales analyst support

Customization of the Report

In case of any queries or customization requirements, please connect with our sales team, who will ensure that your requirements are met.

Contents

1 RESEARCH METHODOLOGY AND STATISTICAL SCOPE

- 1.1 Market Definition and Statistical Scope of Business-support AI Customer Service Agents
- 1.2 Key Market Segments
 - 1.2.1 Business-support AI Customer Service Agents Segment by Type
 - 1.2.2 Business-support AI Customer Service Agents Segment by Application
- 1.3 Methodology & Sources of Information
 - 1.3.1 Research Methodology
 - 1.3.2 Research Process
 - 1.3.3 Market Breakdown and Data Triangulation
 - 1.3.4 Base Year
 - 1.3.5 Report Assumptions & Caveats

2 BUSINESS-SUPPORT AI CUSTOMER SERVICE AGENTS MARKET OVERVIEW

- 2.1 Global Market Overview
- 2.2 Market Segment Executive Summary
- 2.3 Global Market Size by Region

3 BUSINESS-SUPPORT AI CUSTOMER SERVICE AGENTS MARKET COMPETITIVE LANDSCAPE

- 3.1 Company Assessment Quadrant
- 3.2 Global Business-support AI Customer Service Agents Product Life Cycle
- 3.3 Global Business-support AI Customer Service Agents Revenue Market Share by Company (2020-2025)
- 3.4 Business-support AI Customer Service Agents Market Share by Company Type (Tier 1, Tier 2, and Tier 3)
- 3.5 Headquarters, Areas Served, and Product Types of Major Players
- 3.6 Business-support AI Customer Service Agents Market Competitive Situation and Trends
 - 3.6.1 Business-support AI Customer Service Agents Market Concentration Rate
 - 3.6.2 Global 5 and 10 Largest Business-support AI Customer Service Agents Players Market Share by Revenue
 - 3.6.3 Mergers & Acquisitions, Expansion

4 BUSINESS-SUPPORT AI CUSTOMER SERVICE AGENTS VALUE CHAIN ANALYSIS

- 4.1 Business-support AI Customer Service Agents Value Chain Analysis
- 4.2 Midstream Market Analysis
- 4.3 Downstream Customer Analysis

5 THE DEVELOPMENT AND DYNAMICS OF BUSINESS-SUPPORT AI CUSTOMER SERVICE AGENTS MARKET

- 5.1 Key Development Trends
- 5.2 Driving Factors
- 5.3 Market Challenges
- 5.4 Industry News
 - 5.4.1 New Product Developments
 - 5.4.2 Mergers & Acquisitions
 - 5.4.3 Expansions
 - 5.4.4 Collaboration/Supply Contracts
- 5.5 PEST Analysis
 - 5.5.1 Industry Policies Analysis
 - 5.5.2 Economic Environment Analysis
 - 5.5.3 Social Environment Analysis
 - 5.5.4 Technological Environment Analysis
- 5.6 Global Business-support AI Customer Service Agents Market Porter's Five Forces Analysis

6 BUSINESS-SUPPORT AI CUSTOMER SERVICE AGENTS MARKET SEGMENTATION BY TYPE

- 6.1 Evaluation Matrix of Segment Market Development Potential (Type)
- 6.2 Global Business-support AI Customer Service Agents Market by Type (2020-2025)
- 6.3 Global Business-support AI Customer Service Agents Market Size Growth Rate by Type (2021-2025)

7 BUSINESS-SUPPORT AI CUSTOMER SERVICE AGENTS MARKET SEGMENTATION BY APPLICATION

- 7.1 Evaluation Matrix of Segment Market Development Potential (Application)
- 7.2 Global Business-support AI Customer Service Agents Market Size (M USD) by

Application (2020-2025)

7.3 Global Business-support AI Customer Service Agents Market Size Growth Rate by Application (2021-2025)

8 BUSINESS-SUPPORT AI CUSTOMER SERVICE AGENTS MARKET SEGMENTATION BY REGION

8.1 Global Business-support AI Customer Service Agents Market Size by Region

8.1.1 Global Business-support AI Customer Service Agents Market Size by Region

8.1.2 Global Business-support AI Customer Service Agents Market Size Market Share by Region

8.2 North America

8.2.1 North America Business-support AI Customer Service Agents Market Size by Country

8.2.2 U.S.

8.2.3 Canada

8.2.4 Mexico

8.3 Europe

8.3.1 Europe Business-support AI Customer Service Agents Market Size by Country

8.3.2 Germany

8.3.3 France

8.3.4 U.K.

8.3.5 Italy

8.3.6 Spain

8.4 Asia Pacific

8.4.1 Asia Pacific Business-support AI Customer Service Agents Market Size by Region

8.4.2 China

8.4.3 Japan

8.4.4 South Korea

8.4.5 India

8.4.6 Southeast Asia

8.5 South America

8.5.1 South America Business-support AI Customer Service Agents Market Size by Country

8.5.2 Brazil

8.5.3 Argentina

8.5.4 Columbia

8.6 Middle East and Africa

8.6.1 Middle East and Africa Business-support AI Customer Service Agents Market
Size by Region

8.6.2 Saudi Arabia

8.6.3 UAE

8.6.4 Egypt

8.6.5 Nigeria

8.6.6 South Africa

9 KEY COMPANIES PROFILE

9.1 Baidu AI Cloud

9.1.1 Baidu AI Cloud Basic Information

9.1.2 Baidu AI Cloud Business-support AI Customer Service Agents Product Overview

9.1.3 Baidu AI Cloud Business-support AI Customer Service Agents Product Market
Performance

9.1.4 Baidu AI Cloud SWOT Analysis

9.1.5 Baidu AI Cloud Business Overview

9.1.6 Baidu AI Cloud Recent Developments

9.2 Alibaba Cloud

9.2.1 Alibaba Cloud Basic Information

9.2.2 Alibaba Cloud Business-support AI Customer Service Agents Product Overview

9.2.3 Alibaba Cloud Business-support AI Customer Service Agents Product Market
Performance

9.2.4 Alibaba Cloud SWOT Analysis

9.2.5 Alibaba Cloud Business Overview

9.2.6 Alibaba Cloud Recent Developments

9.3 iFLYTEK

9.3.1 iFLYTEK Basic Information

9.3.2 iFLYTEK Business-support AI Customer Service Agents Product Overview

9.3.3 iFLYTEK Business-support AI Customer Service Agents Product Market
Performance

9.3.4 iFLYTEK SWOT Analysis

9.3.5 iFLYTEK Business Overview

9.3.6 iFLYTEK Recent Developments

9.4 Tencent Cloud

9.4.1 Tencent Cloud Basic Information

9.4.2 Tencent Cloud Business-support AI Customer Service Agents Product Overview

9.4.3 Tencent Cloud Business-support AI Customer Service Agents Product Market
Performance

- 9.4.4 Tencent Cloud Business Overview
- 9.4.5 Tencent Cloud Recent Developments
- 9.5 DeepSeek
 - 9.5.1 DeepSeek Basic Information
 - 9.5.2 DeepSeek Business-support AI Customer Service Agents Product Overview
 - 9.5.3 DeepSeek Business-support AI Customer Service Agents Product Market Performance
 - 9.5.4 DeepSeek Business Overview
 - 9.5.5 DeepSeek Recent Developments
- 9.6 Zhipu AI
 - 9.6.1 Zhipu AI Basic Information
 - 9.6.2 Zhipu AI Business-support AI Customer Service Agents Product Overview
 - 9.6.3 Zhipu AI Business-support AI Customer Service Agents Product Market Performance
 - 9.6.4 Zhipu AI Business Overview
 - 9.6.5 Zhipu AI Recent Developments
- 9.7 China Telecom
 - 9.7.1 China Telecom Basic Information
 - 9.7.2 China Telecom Business-support AI Customer Service Agents Product Overview
 - 9.7.3 China Telecom Business-support AI Customer Service Agents Product Market Performance
 - 9.7.4 China Telecom Business Overview
 - 9.7.5 China Telecom Recent Developments
- 9.8 China Mobile
 - 9.8.1 China Mobile Basic Information
 - 9.8.2 China Mobile Business-support AI Customer Service Agents Product Overview
 - 9.8.3 China Mobile Business-support AI Customer Service Agents Product Market Performance
 - 9.8.4 China Mobile Business Overview
 - 9.8.5 China Mobile Recent Developments
- 9.9 China Unicom
 - 9.9.1 China Unicom Basic Information
 - 9.9.2 China Unicom Business-support AI Customer Service Agents Product Overview
 - 9.9.3 China Unicom Business-support AI Customer Service Agents Product Market Performance
 - 9.9.4 China Unicom Business Overview
 - 9.9.5 China Unicom Recent Developments
- 9.10 OpenAI
 - 9.10.1 OpenAI Basic Information

9.10.2 OpenAI Business-support AI Customer Service Agents Product Overview

9.10.3 OpenAI Business-support AI Customer Service Agents Product Market

Performance

9.10.4 OpenAI Business Overview

9.10.5 OpenAI Recent Developments

9.11 Google

9.11.1 Google Basic Information

9.11.2 Google Business-support AI Customer Service Agents Product Overview

9.11.3 Google Business-support AI Customer Service Agents Product Market

Performance

9.11.4 Google Business Overview

9.11.5 Google Recent Developments

9.12 Anthropic

9.12.1 Anthropic Basic Information

9.12.2 Anthropic Business-support AI Customer Service Agents Product Overview

9.12.3 Anthropic Business-support AI Customer Service Agents Product Market

Performance

9.12.4 Anthropic Business Overview

9.12.5 Anthropic Recent Developments

9.13 Meta

9.13.1 Meta Basic Information

9.13.2 Meta Business-support AI Customer Service Agents Product Overview

9.13.3 Meta Business-support AI Customer Service Agents Product Market

Performance

9.13.4 Meta Business Overview

9.13.5 Meta Recent Developments

9.14 Volcengine

9.14.1 Volcengine Basic Information

9.14.2 Volcengine Business-support AI Customer Service Agents Product Overview

9.14.3 Volcengine Business-support AI Customer Service Agents Product Market

Performance

9.14.4 Volcengine Business Overview

9.14.5 Volcengine Recent Developments

9.15 Huawei Cloud

9.15.1 Huawei Cloud Basic Information

9.15.2 Huawei Cloud Business-support AI Customer Service Agents Product Overview

9.15.3 Huawei Cloud Business-support AI Customer Service Agents Product Market

Performance

9.15.4 Huawei Cloud Business Overview

9.15.5 Huawei Cloud Recent Developments

9.16 Dify

9.16.1 Dify Basic Information

9.16.2 Dify Business-support AI Customer Service Agents Product Overview

9.16.3 Dify Business-support AI Customer Service Agents Product Market

Performance

9.16.4 Dify Business Overview

9.16.5 Dify Recent Developments

9.17 Ant Group

9.17.1 Ant Group Basic Information

9.17.2 Ant Group Business-support AI Customer Service Agents Product Overview

9.17.3 Ant Group Business-support AI Customer Service Agents Product Market

Performance

9.17.4 Ant Group Business Overview

9.17.5 Ant Group Recent Developments

9.18 Salesforce

9.18.1 Salesforce Basic Information

9.18.2 Salesforce Business-support AI Customer Service Agents Product Overview

9.18.3 Salesforce Business-support AI Customer Service Agents Product Market

Performance

9.18.4 Salesforce Business Overview

9.18.5 Salesforce Recent Developments

9.19 Zendesk

9.19.1 Zendesk Basic Information

9.19.2 Zendesk Business-support AI Customer Service Agents Product Overview

9.19.3 Zendesk Business-support AI Customer Service Agents Product Market

Performance

9.19.4 Zendesk Business Overview

9.19.5 Zendesk Recent Developments

9.20 Microsoft

9.20.1 Microsoft Basic Information

9.20.2 Microsoft Business-support AI Customer Service Agents Product Overview

9.20.3 Microsoft Business-support AI Customer Service Agents Product Market

Performance

9.20.4 Microsoft Business Overview

9.20.5 Microsoft Recent Developments

9.21 C3.ai

9.21.1 C3.ai Basic Information

9.21.2 C3.ai Business-support AI Customer Service Agents Product Overview

- 9.21.3 C3.ai Business-support AI Customer Service Agents Product Market Performance
 - 9.21.4 C3.ai Business Overview
 - 9.21.5 C3.ai Recent Developments
- 9.22 Cognigy
 - 9.22.1 Cognigy Basic Information
 - 9.22.2 Cognigy Business-support AI Customer Service Agents Product Overview
 - 9.22.3 Cognigy Business-support AI Customer Service Agents Product Market Performance
 - 9.22.4 Cognigy Business Overview
 - 9.22.5 Cognigy Recent Developments
- 9.23 DevRev
 - 9.23.1 DevRev Basic Information
 - 9.23.2 DevRev Business-support AI Customer Service Agents Product Overview
 - 9.23.3 DevRev Business-support AI Customer Service Agents Product Market Performance
 - 9.23.4 DevRev Business Overview
 - 9.23.5 DevRev Recent Developments
- 9.24 Parloa
 - 9.24.1 Parloa Basic Information
 - 9.24.2 Parloa Business-support AI Customer Service Agents Product Overview
 - 9.24.3 Parloa Business-support AI Customer Service Agents Product Market Performance
 - 9.24.4 Parloa Business Overview
 - 9.24.5 Parloa Recent Developments
- 9.25 Voiceflow
 - 9.25.1 Voiceflow Basic Information
 - 9.25.2 Voiceflow Business-support AI Customer Service Agents Product Overview
 - 9.25.3 Voiceflow Business-support AI Customer Service Agents Product Market Performance
 - 9.25.4 Voiceflow Business Overview
 - 9.25.5 Voiceflow Recent Developments
- 9.26 HOLLYCRM
 - 9.26.1 HOLLYCRM Basic Information
 - 9.26.2 HOLLYCRM Business-support AI Customer Service Agents Product Overview
 - 9.26.3 HOLLYCRM Business-support AI Customer Service Agents Product Market Performance
 - 9.26.4 HOLLYCRM Business Overview
 - 9.26.5 HOLLYCRM Recent Developments

9.27 Zhongguancun Kejin

9.27.1 Zhongguancun Kejin Basic Information

9.27.2 Zhongguancun Kejin Business-support AI Customer Service Agents Product Overview

9.27.3 Zhongguancun Kejin Business-support AI Customer Service Agents Product Market Performance

9.27.4 Zhongguancun Kejin Business Overview

9.27.5 Zhongguancun Kejin Recent Developments

9.28 Tianrun Rongtong

9.28.1 Tianrun Rongtong Basic Information

9.28.2 Tianrun Rongtong Business-support AI Customer Service Agents Product Overview

9.28.3 Tianrun Rongtong Business-support AI Customer Service Agents Product Market Performance

9.28.4 Tianrun Rongtong Business Overview

9.28.5 Tianrun Rongtong Recent Developments

9.29 NetEase Cloud Commerce

9.29.1 NetEase Cloud Commerce Basic Information

9.29.2 NetEase Cloud Commerce Business-support AI Customer Service Agents Product Overview

9.29.3 NetEase Cloud Commerce Business-support AI Customer Service Agents Product Market Performance

9.29.4 NetEase Cloud Commerce Business Overview

9.29.5 NetEase Cloud Commerce Recent Developments

9.30 Lingyang

9.30.1 Lingyang Basic Information

9.30.2 Lingyang Business-support AI Customer Service Agents Product Overview

9.30.3 Lingyang Business-support AI Customer Service Agents Product Market Performance

9.30.4 Lingyang Business Overview

9.30.5 Lingyang Recent Developments

10 BUSINESS-SUPPORT AI CUSTOMER SERVICE AGENTS MARKET FORECAST BY REGION

10.1 Global Business-support AI Customer Service Agents Market Size Forecast

10.2 Global Business-support AI Customer Service Agents Market Forecast by Region

10.2.1 North America Market Size Forecast by Country

10.2.2 Europe Business-support AI Customer Service Agents Market Size Forecast by

Country

10.2.3 Asia Pacific Business-support AI Customer Service Agents Market Size

Forecast by Region

10.2.4 South America Business-support AI Customer Service Agents Market Size

Forecast by Country

10.2.5 Middle East and Africa Forecasted Sales of Business-support AI Customer Service Agents by Country

11 FORECAST MARKET BY TYPE AND BY APPLICATION (2026-2035)

11.1 Global Business-support AI Customer Service Agents Market Forecast by Type (2026-2035)

11.1.1 Global Business-support AI Customer Service Agents Market Size Forecast by Type (2026-2035)

11.2 Global Business-support AI Customer Service Agents Market Forecast by Application (2026-2035)

11.2.1 Global Business-support AI Customer Service Agents Market Size (M USD) Forecast by Application (2026-2035)

12 CONCLUSION AND KEY FINDINGS

List Of Tables

LIST OF TABLES

Table 1. Introduction of the Type

Table 2. Introduction of the Application

Table 3. Global Business-support AI Customer Service Agents Market Size by Type (M USD)

Table 4. Global Business-support AI Customer Service Agents Market Size by Application

Table 5. Business-support AI Customer Service Agents Market Size Comparison by Region (M USD)

Table 6. Global Business-support AI Customer Service Agents Revenue (M USD) by Company (2020-2025)

Table 7. Global Business-support AI Customer Service Agents Revenue Share by Company (2020-2025)

Table 8. Company Type (Tier 1, Tier 2, and Tier 3) & (based on the Revenue in Business-support AI Customer Service Agents as of 2025)

Table 9. Headquarters, Areas Served, and Product Types of Major Players

Table 10. Product Type of Major Players

Table 11. Global Business-support AI Customer Service Agents Company Market Concentration Ratio (CR5 and HHI)

Table 12. Mergers & Acquisitions, Expansion Plans

Table 13. Midstream Market Analysis

Table 14. Downstream Customer Analysis

Table 15. Key Development Trends

Table 16. Driving Factors

Table 17. Business-support AI Customer Service Agents Market Challenges

Table 18. Goldman Sachs' forecast real GDP growth rate for 2024-2026

Table 19. S&P Global ' Forecast Real GDP Growth Rate For 2024-2027

Table 20. World Bank ' Forecast Real GDP Growth Rate For 2024-2026

Table 21. Global Business-support AI Customer Service Agents Market Size by Type (M USD)

Table 22. Global Business-support AI Customer Service Agents Market Size (M USD) by Type (2020-2025)

Table 23. Global Business-support AI Customer Service Agents Market Share by Type (2020-2025)

Table 24. Global Business-support AI Customer Service Agents Market Size Growth Rate by Type (2021-2025)

Table 25. Global Business-support AI Customer Service Agents Market Size by Application

Table 26. Global Business-support AI Customer Service Agents Market Size by Application (2020-2025) & (M USD)

Table 27. Global Business-support AI Customer Service Agents Market Share by Application (2020-2025)

Table 28. Global Business-support AI Customer Service Agents Market Size Growth Rate by Application (2021-2025)

Table 29. Global Business-support AI Customer Service Agents Market Size by Region (2020-2025) & (M USD)

Table 30. Global Business-support AI Customer Service Agents Market Size Market Share by Region (2020-2025)

Table 31. North America Business-support AI Customer Service Agents Market Size by Country (2020-2025) & (M USD)

Table 32. Europe Business-support AI Customer Service Agents Market Size by Country (2020-2025) & (M USD)

Table 33. Asia Pacific Business-support AI Customer Service Agents Market Size by Region (2020-2025) & (M USD)

Table 34. South America Business-support AI Customer Service Agents Market Size by Country (2020-2025) & (M USD)

Table 35. Middle East and Africa Business-support AI Customer Service Agents Market Size by Region (2020-2025) & (M USD)

Table 36. Baidu AI Cloud Basic Information

Table 37. Baidu AI Cloud Business-support AI Customer Service Agents Product Overview

Table 38. Baidu AI Cloud Business-support AI Customer Service Agents Revenue (M USD) and Gross Margin (2020-2025)

Table 39. Baidu AI Cloud SWOT Analysis

Table 40. Baidu AI Cloud Business Overview

Table 41. Baidu AI Cloud Recent Developments

Table 42. Alibaba Cloud Basic Information

Table 43. Alibaba Cloud Business-support AI Customer Service Agents Product Overview

Table 44. Alibaba Cloud Business-support AI Customer Service Agents Revenue (M USD) and Gross Margin (2020-2025)

Table 45. Alibaba Cloud SWOT Analysis

Table 46. Alibaba Cloud Business Overview

Table 47. Alibaba Cloud Recent Developments

Table 48. iFLYTEK Basic Information

Table 49. iFLYTEK Business-support AI Customer Service Agents Product Overview

Table 50. iFLYTEK Business-support AI Customer Service Agents Revenue (M USD) and Gross Margin (2020-2025)

Table 51. iFLYTEK SWOT Analysis

Table 52. iFLYTEK Business Overview

Table 53. iFLYTEK Recent Developments

Table 54. Tencent Cloud Basic Information

Table 55. Tencent Cloud Business-support AI Customer Service Agents Product Overview

Table 56. Tencent Cloud Business-support AI Customer Service Agents Revenue (M USD) and Gross Margin (2020-2025)

Table 57. Tencent Cloud Business Overview

Table 58. Tencent Cloud Recent Developments

Table 59. DeepSeek Basic Information

Table 60. DeepSeek Business-support AI Customer Service Agents Product Overview

Table 61. DeepSeek Business-support AI Customer Service Agents Revenue (M USD) and Gross Margin (2020-2025)

Table 62. DeepSeek Business Overview

Table 63. DeepSeek Recent Developments

Table 64. Zhipu AI Basic Information

Table 65. Zhipu AI Business-support AI Customer Service Agents Product Overview

Table 66. Zhipu AI Business-support AI Customer Service Agents Revenue (M USD) and Gross Margin (2020-2025)

Table 67. Zhipu AI Business Overview

Table 68. Zhipu AI Recent Developments

Table 69. China Telecom Basic Information

Table 70. China Telecom Business-support AI Customer Service Agents Product Overview

Table 71. China Telecom Business-support AI Customer Service Agents Revenue (M USD) and Gross Margin (2020-2025)

Table 72. China Telecom Business Overview

Table 73. China Telecom Recent Developments

Table 74. China Mobile Basic Information

Table 75. China Mobile Business-support AI Customer Service Agents Product Overview

Table 76. China Mobile Business-support AI Customer Service Agents Revenue (M USD) and Gross Margin (2020-2025)

Table 77. China Mobile Business Overview

Table 78. China Mobile Recent Developments

- Table 79. China Unicom Basic Information
- Table 80. China Unicom Business-support AI Customer Service Agents Product Overview
- Table 81. China Unicom Business-support AI Customer Service Agents Revenue (M USD) and Gross Margin (2020-2025)
- Table 82. China Unicom Business Overview
- Table 83. China Unicom Recent Developments
- Table 84. OpenAI Basic Information
- Table 85. OpenAI Business-support AI Customer Service Agents Product Overview
- Table 86. OpenAI Business-support AI Customer Service Agents Revenue (M USD) and Gross Margin (2020-2025)
- Table 87. OpenAI Business Overview
- Table 88. OpenAI Recent Developments
- Table 89. Google Basic Information
- Table 90. Google Business-support AI Customer Service Agents Product Overview
- Table 91. Google Business-support AI Customer Service Agents Revenue (M USD) and Gross Margin (2020-2025)
- Table 92. Google Business Overview
- Table 93. Google Recent Developments
- Table 94. Anthropic Basic Information
- Table 95. Anthropic Business-support AI Customer Service Agents Product Overview
- Table 96. Anthropic Business-support AI Customer Service Agents Revenue (M USD) and Gross Margin (2020-2025)
- Table 97. Anthropic Business Overview
- Table 98. Anthropic Recent Developments
- Table 99. Meta Basic Information
- Table 100. Meta Business-support AI Customer Service Agents Product Overview
- Table 101. Meta Business-support AI Customer Service Agents Revenue (M USD) and Gross Margin (2020-2025)
- Table 102. Meta Business Overview
- Table 103. Meta Recent Developments
- Table 104. Volcengine Basic Information
- Table 105. Volcengine Business-support AI Customer Service Agents Product Overview
- Table 106. Volcengine Business-support AI Customer Service Agents Revenue (M USD) and Gross Margin (2020-2025)
- Table 107. Volcengine Business Overview
- Table 108. Volcengine Recent Developments
- Table 109. Huawei Cloud Basic Information
- Table 110. Huawei Cloud Business-support AI Customer Service Agents Product

Overview

Table 111. Huawei Cloud Business-support AI Customer Service Agents Revenue (M USD) and Gross Margin (2020-2025)

Table 112. Huawei Cloud Business Overview

Table 113. Huawei Cloud Recent Developments

Table 114. Dify Basic Information

Table 115. Dify Business-support AI Customer Service Agents Product Overview

Table 116. Dify Business-support AI Customer Service Agents Revenue (M USD) and Gross Margin (2020-2025)

Table 117. Dify Business Overview

Table 118. Dify Recent Developments

Table 119. Ant Group Basic Information

Table 120. Ant Group Business-support AI Customer Service Agents Product Overview

Table 121. Ant Group Business-support AI Customer Service Agents Revenue (M USD) and Gross Margin (2020-2025)

Table 122. Ant Group Business Overview

Table 123. Ant Group Recent Developments

Table 124. Salesforce Basic Information

Table 125. Salesforce Business-support AI Customer Service Agents Product Overview

Table 126. Salesforce Business-support AI Customer Service Agents Revenue (M USD) and Gross Margin (2020-2025)

Table 127. Salesforce Business Overview

Table 128. Salesforce Recent Developments

Table 129. Zendesk Basic Information

Table 130. Zendesk Business-support AI Customer Service Agents Product Overview

Table 131. Zendesk Business-support AI Customer Service Agents Revenue (M USD) and Gross Margin (2020-2025)

Table 132. Zendesk Business Overview

Table 133. Zendesk Recent Developments

Table 134. Microsoft Basic Information

Table 135. Microsoft Business-support AI Customer Service Agents Product Overview

Table 136. Microsoft Business-support AI Customer Service Agents Revenue (M USD) and Gross Margin (2020-2025)

Table 137. Microsoft Business Overview

Table 138. Microsoft Recent Developments

Table 139. C3.ai Basic Information

Table 140. C3.ai Business-support AI Customer Service Agents Product Overview

Table 141. C3.ai Business-support AI Customer Service Agents Revenue (M USD) and Gross Margin (2020-2025)

- Table 142. C3.ai Business Overview
- Table 143. C3.ai Recent Developments
- Table 144. Cognigy Basic Information
- Table 145. Cognigy Business-support AI Customer Service Agents Product Overview
- Table 146. Cognigy Business-support AI Customer Service Agents Revenue (M USD) and Gross Margin (2020-2025)
- Table 147. Cognigy Business Overview
- Table 148. Cognigy Recent Developments
- Table 149. DevRev Basic Information
- Table 150. DevRev Business-support AI Customer Service Agents Product Overview
- Table 151. DevRev Business-support AI Customer Service Agents Revenue (M USD) and Gross Margin (2020-2025)
- Table 152. DevRev Business Overview
- Table 153. DevRev Recent Developments
- Table 154. Parloa Basic Information
- Table 155. Parloa Business-support AI Customer Service Agents Product Overview
- Table 156. Parloa Business-support AI Customer Service Agents Revenue (M USD) and Gross Margin (2020-2025)
- Table 157. Parloa Business Overview
- Table 158. Parloa Recent Developments
- Table 159. Voiceflow Basic Information
- Table 160. Voiceflow Business-support AI Customer Service Agents Product Overview
- Table 161. Voiceflow Business-support AI Customer Service Agents Revenue (M USD) and Gross Margin (2020-2025)
- Table 162. Voiceflow Business Overview
- Table 163. Voiceflow Recent Developments
- Table 164. HOLLYCRM Basic Information
- Table 165. HOLLYCRM Business-support AI Customer Service Agents Product Overview
- Table 166. HOLLYCRM Business-support AI Customer Service Agents Revenue (M USD) and Gross Margin (2020-2025)
- Table 167. HOLLYCRM Business Overview
- Table 168. HOLLYCRM Recent Developments
- Table 169. Zhongguancun Kejin Basic Information
- Table 170. Zhongguancun Kejin Business-support AI Customer Service Agents Product Overview
- Table 171. Zhongguancun Kejin Business-support AI Customer Service Agents Revenue (M USD) and Gross Margin (2020-2025)
- Table 172. Zhongguancun Kejin Business Overview

- Table 173. Zhongguancun Kejin Recent Developments
- Table 174. Tianrun Rongtong Basic Information
- Table 175. Tianrun Rongtong Business-support AI Customer Service Agents Product Overview
- Table 176. Tianrun Rongtong Business-support AI Customer Service Agents Revenue (M USD) and Gross Margin (2020-2025)
- Table 177. Tianrun Rongtong Business Overview
- Table 178. Tianrun Rongtong Recent Developments
- Table 179. NetEase Cloud Commerce Basic Information
- Table 180. NetEase Cloud Commerce Business-support AI Customer Service Agents Product Overview
- Table 181. NetEase Cloud Commerce Business-support AI Customer Service Agents Revenue (M USD) and Gross Margin (2020-2025)
- Table 182. NetEase Cloud Commerce Business Overview
- Table 183. NetEase Cloud Commerce Recent Developments
- Table 184. Lingyang Basic Information
- Table 185. Lingyang Business-support AI Customer Service Agents Product Overview
- Table 186. Lingyang Business-support AI Customer Service Agents Revenue (M USD) and Gross Margin (2020-2025)
- Table 187. Lingyang Business Overview
- Table 188. Lingyang Recent Developments
- Table 189. Global Business-support AI Customer Service Agents Market Size Forecast by Region (2026-2035) & (M USD)
- Table 190. North America Business-support AI Customer Service Agents Market Size Forecast by Country (2026-2035) & (M USD)
- Table 191. Europe Business-support AI Customer Service Agents Market Size Forecast by Country (2026-2035) & (M USD)
- Table 192. Asia Pacific Business-support AI Customer Service Agents Market Size Forecast by Region (2026-2035) & (M USD)
- Table 193. South America Business-support AI Customer Service Agents Market Size Forecast by Country (2026-2035) & (M USD)
- Table 194. Middle East and Africa Business-support AI Customer Service Agents Market Size Forecast by Country (2026-2035) & (M USD)
- Table 195. Global Business-support AI Customer Service Agents Market Size Forecast by Type (2026-2035) & (M USD)
- Table 196. Global Business-support AI Customer Service Agents Market Size Forecast by Application (2026-2035) & (M USD)

List Of Figures

LIST OF FIGURES

Figure 1. Industry Chain of Business-support AI Customer Service Agents

Figure 2. Data Triangulation

Figure 3. Key Caveats

Figure 4. Global Business-support AI Customer Service Agents Market Size (M USD), 2025-2035

Figure 5. Global Business-support AI Customer Service Agents Market Size (M USD) (2020-2035)

Figure 6. Evaluation Matrix of Segment Market Development Potential (Type)

Figure 7. Evaluation Matrix of Segment Market Development Potential (Application)

Figure 8. Evaluation Matrix of Regional Market Development Potential

Figure 9. Business-support AI Customer Service Agents Market Size by Country (M USD)

Figure 10. Company Assessment Quadrant

Figure 11. Global Business-support AI Customer Service Agents Product Life Cycle

Figure 12. Global Business-support AI Customer Service Agents Revenue Share by Company in 2025

Figure 13. Business-support AI Customer Service Agents Market Share by Company Type (Tier 1, Tier 2 and Tier 3): 2025

Figure 14. The Global 5 and 10 Largest Players: Market Share by Business-support AI Customer Service Agents Revenue in 2025

Figure 15. Value Chain Map of Business-support AI Customer Service Agents

Figure 16. Global Business-support AI Customer Service Agents Market PEST Analysis

Figure 17. Global Business-support AI Customer Service Agents Market Porter's Five Forces Analysis

Figure 18. Evaluation Matrix of Segment Market Development Potential (Type)

Figure 19. Global Business-support AI Customer Service Agents Market Share by Type

Figure 20. Market Share of Business-support AI Customer Service Agents by Type (2020-2025)

Figure 21. Global Business-support AI Customer Service Agents Market Size Growth Rate by Type (2021-2025)

Figure 22. Evaluation Matrix of Segment Market Development Potential (Application)

Figure 23. Global Business-support AI Customer Service Agents Market Share by Application

Figure 24. Global Business-support AI Customer Service Agents Market Share by Application (2020-2025)

Figure 25. Global Business-support AI Customer Service Agents Market Share by Application in 2024

Figure 26. Global Business-support AI Customer Service Agents Market Size Growth Rate by Application (2021-2025)

Figure 27. Global Business-support AI Customer Service Agents Market Size Market Share by Region (2020-2025)

Figure 28. North America Business-support AI Customer Service Agents Market Size and Growth Rate (2020-2025) & (M USD)

Figure 29. North America Business-support AI Customer Service Agents Market Size Market Share by Country in 2024

Figure 30. U.S. Business-support AI Customer Service Agents Market Size and Growth Rate (2020-2025) & (M USD)

Figure 31. Canada Business-support AI Customer Service Agents Market Size (M USD) and Growth Rate (2020-2025)

Figure 32. Mexico Business-support AI Customer Service Agents Market Size (M USD) and Growth Rate (2020-2025)

Figure 33. Europe Business-support AI Customer Service Agents Market Size and Growth Rate (2020-2025) & (M USD)

Figure 34. Europe Business-support AI Customer Service Agents Market Share by Country in 2024

Figure 35. Germany Business-support AI Customer Service Agents Market Size and Growth Rate (2020-2025) & (M USD)

Figure 36. France Business-support AI Customer Service Agents Market Size and Growth Rate (2020-2025) & (M USD)

Figure 37. U.K. Business-support AI Customer Service Agents Market Size and Growth Rate (2020-2025) & (M USD)

Figure 38. Italy Business-support AI Customer Service Agents Market Size and Growth Rate (2020-2025) & (M USD)

Figure 39. Spain Business-support AI Customer Service Agents Market Size and Growth Rate (2020-2025) & (M USD)

Figure 40. Asia Pacific Business-support AI Customer Service Agents Market Size and Growth Rate (M USD)

Figure 41. Asia Pacific Business-support AI Customer Service Agents Market Size Market Share by Region in 2024

Figure 42. China Business-support AI Customer Service Agents Market Size and Growth Rate (2020-2025) & (M USD)

Figure 43. Japan Business-support AI Customer Service Agents Market Size and Growth Rate (2020-2025) & (M USD)

Figure 44. South Korea Business-support AI Customer Service Agents Market Size and

Growth Rate (2020-2025) & (M USD)

Figure 45. India Business-support AI Customer Service Agents Market Size and Growth Rate (2020-2025) & (M USD)

Figure 46. Southeast Asia Business-support AI Customer Service Agents Market Size and Growth Rate (2020-2025) & (M USD)

Figure 47. South America Business-support AI Customer Service Agents Market Size and Growth Rate (M USD)

Figure 48. South America Business-support AI Customer Service Agents Market Size Market Share by Country in 2024

Figure 49. Brazil Business-support AI Customer Service Agents Market Size and Growth Rate (2020-2025) & (M USD)

Figure 50. Argentina Business-support AI Customer Service Agents Market Size and Growth Rate (2020-2025) & (M USD)

Figure 51. Columbia Business-support AI Customer Service Agents Market Size and Growth Rate (2020-2025) & (M USD)

Figure 52. Middle East and Africa Business-support AI Customer Service Agents Market Size and Growth Rate (M USD)

Figure 53. Middle East and Africa Business-support AI Customer Service Agents Market Size Market Share by Region in 2024

Figure 54. Saudi Arabia Business-support AI Customer Service Agents Market Size and Growth Rate (2020-2025) & (M USD)

Figure 55. UAE Business-support AI Customer Service Agents Market Size and Growth Rate (2020-2025) & (M USD)

Figure 56. Egypt Business-support AI Customer Service Agents Market Size and Growth Rate (2020-2025) & (M USD)

Figure 57. Nigeria Business-support AI Customer Service Agents Market Size and Growth Rate (2020-2025) & (M USD)

Figure 58. South Africa Business-support AI Customer Service Agents Market Size and Growth Rate (2020-2025) & (M USD)

Figure 59. Global Business-support AI Customer Service Agents Market Size Forecast by Value (2020-2035) & (M USD)

Figure 60. Global Business-support AI Customer Service Agents Market Share Forecast by Type (2026-2035)

Figure 61. Global Business-support AI Customer Service Agents Market Share Forecast by Application (2026-2035)

I would like to order

Product name: Global Business-support AI Customer Service Agents Market Research Report 2026(Status and Outlook)

Product link: <https://marketpublishers.com/r/G39967BADD16EN.html>

Price: US\$ 3,200.00 (Single User License / Electronic Delivery)

If you want to order Corporate License or Hard Copy, please, contact our Customer Service:

info@marketpublishers.com

Payment

To pay by Credit Card (Visa, MasterCard, American Express, PayPal), please, click button on product page <https://marketpublishers.com/r/G39967BADD16EN.html>