

# Global Conversation Intelligence Platform Competitive Landscape Professional Research Report 2025

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## Abstracts

### Market Overview

According to DIResearch's in-depth investigation and research, the global Conversation Intelligence Platform market size will reach 2,178.50 Million USD in 2025 and is projected to reach 10,203.17 Million USD by 2032, with a CAGR of 24.68% (2025-2032). Notably, the China Conversation Intelligence Platform market has changed rapidly in the past few years. By 2025, China's market size is expected to be Million USD, representing approximately % of the global market share.

### Research Summary

A Conversation Intelligence Platform is an advanced software solution that uses artificial intelligence and machine learning technologies to analyze and derive insights from audio or text-based conversations, typically in a sales or customer service context. This platform can process and transcribe recordings of phone calls, video meetings, or chat interactions, converting them into searchable and analyzable data. It then applies natural language processing algorithms to identify key topics, sentiments, customer behavior patterns, and conversational trends. By offering real-time or post-interaction analysis, the Conversation Intelligence Platform empowers businesses to gain valuable insights into customer interactions, identify areas for improvement in sales or customer service processes, enhance agent performance, and make data-driven decisions to optimize overall communication and customer experiences.

The major global suppliers of Conversation Intelligence Platform include SalesLoft, CallRail, ExecVision, RingDNA, Jiminny, VoiceOps, DialogTech, Dialpad Sell, Balto, etc. The global players competition landscape in this report is divided into three tiers.

The first tier comprises global leading enterprises that command a substantial market share, hold a dominant industry position, possess strong competitiveness and influence, and generate significant revenue. The second tier includes companies with a notable market presence and reputation; these firms actively follow industry leaders in product, service, or technological innovation and maintain a moderate revenue scale. The third tier consists of smaller companies with limited market share and lower brand recognition, primarily focused on local markets and generating comparatively lower revenue.

This report studies the market size, price trends and future development prospects of Conversation Intelligence Platform. Focus on analysing the market share, product portfolio, prices, sales, revenue and gross profit margin of global major suppliers, as well as the market status and trends of different product types and applications in the global Conversation Intelligence Platform market. The report data covers historical data from 2020 to 2024, based year in 2025 and forecast data from 2026 to 2032.

The regions and countries in the report include North America, Europe, China, APAC (excl. China), Latin America and Middle East and Africa, covering the Conversation Intelligence Platform market conditions and future development trends of key regions and countries, combined with industry-related policies and the latest technological developments, analyze the development characteristics of Conversation Intelligence Platform industries in various regions and countries, help companies understand the development characteristics of each region, help companies formulate business strategies, and achieve the ultimate goal of the company's global development strategy.

The data sources of this report mainly include the National Bureau of Statistics, customs databases, industry associations, corporate financial reports, third-party databases, etc. Among them, macroeconomic data mainly comes from the National Bureau of Statistics, International Economic Research Organization; industry statistical data mainly come from industry associations; company data mainly comes from interviews, public information collection, third-party reliable databases, and price data mainly comes from various markets monitoring database.

Global Key Suppliers of Conversation Intelligence Platform Include:

SalesLoft

CallRail

ExecVision

RingDNA

Jiminny

VoiceOps

DialogTech

Dialpad Sell

Balto

Conversation Intelligence Platform Product Segment Include:

Cloud Based

On-premises

Conversation Intelligence Platform Product Application Include:

Small and Medium Enterprises (SMEs)

Large Enterprises

## **Chapter Scope**

Chapter 1: Product Research Range, Product Types and Applications, Market Overview, Market Situation and Trends

Chapter 2: Global Conversation Intelligence Platform Industry PESTEL Analysis

Chapter 3: Global Conversation Intelligence Platform Industry Porter's Five Forces Analysis

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