

Global Customer Review Management Software Competitive Landscape Professional Research Report 2025

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Abstracts

Market Overview

According to DIResearch's in-depth investigation and research, the global Customer Review Management Software market size will reach 559.33 Million USD in 2025 and is projected to reach 1,358.02 Million USD by 2032, with a CAGR of 13.51% (2025-2032). Notably, the China Customer Review Management Software 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

Customer review management software is a specialized tool or platform that helps businesses monitor, collect, and respond to customer reviews and feedback from various online sources. This software aggregates reviews from platforms such as Google, Yelp, Facebook, and other review sites, providing businesses with a comprehensive view of their online reputation. It allows companies to track and analyze customer sentiments, ratings, and comments to gain valuable insights into customer experiences and perceptions. With customer review management software, businesses can respond to reviews promptly, address customer concerns, and engage with their audience in a timely and personalized manner. This proactive approach to managing reviews helps companies build trust, enhance their online reputation, and foster customer loyalty. Additionally, the software may offer sentiment analysis, reporting, and performance tracking features, empowering businesses to make data-driven decisions and continually improve their products and services based on customer feedback.

The major global suppliers of Customer Review Management Software include Thryv, Sprinklr, Podium, Trustpilot, Weave, Birdeye, Yotpo, SpotOn, SOCi, Vendasta, Kenect, Chatmeter, PinMeTo, ReviewTrackers, BrightLocal, Broadly, NiceJob, Gominga, AiTrillion, Merchant Centric, Opinew, Grade.us, 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 Customer Review Management Software. 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 Customer Review Management Software 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 Customer Review Management Software 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 Customer Review Management Software 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 Customer Review Management Software Include:

Thryv

Sprinklr

Podium

Trustpilot

Weave

Birdeye

Yotpo

SpotOn

SOCi

Vendasta

Kenect

Chatmeter

PinMeTo

ReviewTrackers

BrightLocal

Broadly

NiceJob

Gominga

AiTrillion

Merchant Centric

Opinew

Grade.us

Customer Review Management Software Product Segment Include:

Cloud Based

Web Based

Customer Review Management Software Product Application Include:

Large Enterprises

SMEs

Chapter Scope

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

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