

# Global AI Chatbots Software Supply, Demand and Key Producers, 2026-2032

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## Abstracts

The global AI Chatbots Software market size is expected to reach \$ 28071 million by 2032, rising at a market growth of 23.5% CAGR during the forecast period (2026-2032). AI Chatbots Software is a type of intelligent application built on artificial intelligence (AI) technologies such as natural language processing (NLP), natural language understanding (NLU), machine learning (ML), and large language models (LLMs). It enables automated, human-like conversations with users through text or voice interfaces across multiple channels.

Unlike traditional rule-based chatbots (which only respond to predefined keywords and scenarios), AI chatbots can understand context, learn from interactions, and handle complex, unstructured user queries, making conversations more flexible and personalized.

China and the United States are two leaders in AI industry. On the AI 100 list (2022) released by CB Insights, the number of companies in the United States ranks first, with more than 70 companies, followed by the United Kingdom, with 8 companies on the list. China and Canada both holds 5 companies on the list. According to data from the China Academy of Information and Communications Technology, the scale of China's core artificial intelligence industry reached \$508 billion in 2022, a year-on-year increase of 18%. From 2013 to November 2022, the cumulative number of patent applications for artificial intelligence inventions in the world reached 729,000, and the cumulative number of applications in China reached 389,000, accounting for 53.4%. However, the Global Artificial Intelligence Innovation Index Report 2021 released by the China Institute of Scientific and Technological Information shows that the overall strength of the United States is still far ahead. The number of artificial intelligence companies in the United States is about 4,670, while China has only 880. China's data center is less than 1/87 of that of the United States.

This report studies the global AI Chatbots Software demand, key companies, and key

regions.

This report is a detailed and comprehensive analysis of the world market for AI Chatbots Software, and provides market size (US\$ million) and Year-over-Year (YoY) growth, considering 2025 as the base year. This report explores demand trends and competition, as well as details the characteristics of AI Chatbots Software that contribute to its increasing demand across many markets.

### **Highlights and key features of the study**

Global AI Chatbots Software total market, 2021-2032, (USD Million)

Global AI Chatbots Software total market by region & country, CAGR, 2021-2032, (USD Million)

U.S. VS China: AI Chatbots Software total market, key domestic companies, and share, (USD Million)

Global AI Chatbots Software revenue by player, revenue and market share 2021-2026, (USD Million)

Global AI Chatbots Software total market by Type, CAGR, 2021-2032, (USD Million)

Global AI Chatbots Software total market by Application, CAGR, 2021-2032, (USD Million)

This report profiles major players in the global AI Chatbots Software market based on the following parameters - company overview, revenue, gross margin, product portfolio, geographical presence, and key developments. Key companies covered as a part of this study include chatbot, HubSpot, Tidio, Freshchat, Drift, Chatfuel, MobileMonkey, Zendesk, Quriobot, Intercom, etc.

This report also provides key insights about market drivers, restraints, opportunities, new product launches or approvals.

Stakeholders would have ease in decision-making through various strategy matrices used in analyzing the world AI Chatbots Software market

### **Detailed Segmentation:**

Each section contains quantitative market data including market by value (US\$ Millions), by player, by regions, by Type, and by Application. Data is given for the years 2021-2032 by year with 2025 as the base year, 2026 as the estimate year, and 2027-2032 as the forecast year.

Global AI Chatbots Software Market, By Region:

United States

China

Europe

Japan

South Korea

ASEAN

India

Rest of World

#### Global AI Chatbots Software Market, Segmentation by Type:

On-premises

Cloud Based

#### Global AI Chatbots Software Market, Segmentation by Technology Architecture:

Rule-Based

AI/NLP-Based

Generative AI

#### Global AI Chatbots Software Market, Segmentation by Enterprise Size:

Large Enterprises

SMEs

#### Global AI Chatbots Software Market, Segmentation by Application:

Marketing

Recruitment

Booking

Others

### **Companies Profiled:**

chatbot

HubSpot

Tidio

Freshchat

Drift

Chatfuel

MobileMonkey

Zendesk

Quriobot

Intercom

SnapEngage

Netomi

atSpoke

Dasha AI

SurveySparrow

Replika

Mindsay

Rulai

LivePerson

Inbenta

Vergic

ProProfs

Botsify

Giosg

Activechat

Flow XO

Pandorabots

SnatchBot

Xenioo

Imperson

Crisp

BotUp

Aivo

Genesys

Ada

### Key Questions Answered

1. How big is the global AI Chatbots Software market?
2. What is the demand of the global AI Chatbots Software market?
3. What is the year over year growth of the global AI Chatbots Software market?
4. What is the total value of the global AI Chatbots Software market?
5. Who are the Major Players in the global AI Chatbots Software market?
6. What are the growth factors driving the market demand?

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