

Global AI Chatbots Software Market 2026 by Company, Regions, Type and Application, Forecast to 2032

<https://marketpublishers.com/r/GD3503044CCDEN.html>

Date: February 2026

Pages: 211

Price: US\$ 3,480.00 (Single User License)

ID: GD3503044CCDEN

Abstracts

According to our (Global Info Research) latest study, the global AI Chatbots Software market size was valued at US\$ 6491 million in 2025 and is forecast to a readjusted size of US\$ 28071 million by 2032 with a CAGR of 23.5% during review period.

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 is a detailed and comprehensive analysis for global AI Chatbots Software market. Both quantitative and qualitative analyses are presented by company, by region & country, by Type and by Application. As the market is constantly changing, this report explores the competition, supply and demand trends, as well as key factors that contribute to its changing demands across many markets. Company profiles and product examples of selected competitors, along with market share estimates of some of the selected leaders for the year 2025, are provided.

Key Features:

Global AI Chatbots Software market size and forecasts, in consumption value (\$ Million), 2021-2032

Global AI Chatbots Software market size and forecasts by region and country, in consumption value (\$ Million), 2021-2032

Global AI Chatbots Software market size and forecasts, by Type and by Application, in consumption value (\$ Million), 2021-2032

Global AI Chatbots Software market shares of main players, in revenue (\$ Million), 2021-2026

The Primary Objectives in This Report Are:

To determine the size of the total market opportunity of global and key countries

To assess the growth potential for AI Chatbots Software

To forecast future growth in each product and end-use market

To assess competitive factors affecting the marketplace

This report profiles key 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.

Market segmentation

AI Chatbots Software market is split by Type and by Application. For the period 2021-2032, the growth among segments provides accurate calculations and forecasts for Consumption Value by Type and by Application. This analysis can help you expand your business by targeting qualified niche markets.

Market segment by Type

On-premises

Cloud Based

Market segment by Technology Architecture

Rule-Based

AI/NLP-Based

Generative AI

Market segment by Enterprise Size

Large Enterprises

SMEs

Market segment by Application

Marketing

Recruitment

Booking

Others

Market segment by players, this report covers

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

Market segment by regions, regional analysis covers

North America (United States, Canada and Mexico)

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

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

South America (Brazil, Rest of South America)

Middle East & Africa (Turkey, Saudi Arabia, UAE, Rest of Middle East & Africa)

The content of the study subjects, includes a total of 13 chapters:

Chapter 1, to describe AI Chatbots Software product scope, market overview, market estimation caveats and base year.

Chapter 2, to profile the top players of AI Chatbots Software, with revenue, gross margin, and global market share of AI Chatbots Software from 2021 to 2026.

Chapter 3, the AI Chatbots Software competitive situation, revenue, and global market share of top players are analyzed emphatically by landscape contrast.

Chapter 4 and 5, to segment the market size by Type and by Application, with consumption value and growth rate by Type, by Application, from 2021 to 2032.

Chapter 6, 7, 8, 9, and 10, to break the market size data at the country level, with revenue and market share for key countries in the world, from 2021 to 2026. and AI Chatbots Software market forecast, by regions, by Type and by Application, with consumption value, from 2027 to 2032.

Chapter 11, market dynamics, drivers, restraints, trends, Porters Five Forces analysis.

Chapter 12, the key raw materials and key suppliers, and industry chain of AI Chatbots Software.

Chapter 13, to describe AI Chatbots Software research findings and conclusion.

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