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Global AI Contact Center (AICC) Market 2023 by Company, Regions, Type and Application, Forecast to 2029

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Abstracts

An AI contact center (AICC) uses modern artificial intelligence technologies to provide more personalized or natural communication with customers through an improved human-computer interface (HCI) and/or continuously improving internal processes based on success metrics from historical data rather than by reprogramming. The contact center provides an integrated interface for all supported communication channels between the enterprise—represented by human and/or software agents (bots)—and its customers.

According to our (Global Info Research) latest study, the global AI Contact Center (AICC) market size was valued at USD million in 2022 and is forecast to a readjusted size of USD million by 2029 with a CAGR of % during review period. The influence of COVID-19 and the Russia-Ukraine War were considered while estimating market sizes.

This report is a detailed and comprehensive analysis for global AI Contact Center (AICC) 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 2023, are provided.

Key Features:

Global AI Contact Center (AICC) market size and forecasts, in consumption value ($ Million), 2018-2029

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Global AI Contact Center (AICC) market size and forecasts by region and country, in consumption value ($ Million), 2018-2029

Global AI Contact Center (AICC) market size and forecasts, by Type and by Application, in consumption value ($ Million), 2018-2029

Global AI Contact Center (AICC) market shares of main players, in revenue ($ Million), 2018-2023

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 Contact Center (AICC)

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 Contact Center (AICC) market based on the following parameters - company overview, production, value, price, gross margin, product portfolio, geographical presence, and key developments. Key companies covered as a part of this study include Amazon Web Services Inc., Artificial Solutions International AB, Avaya Inc., Google Inc. and IBM Corporation, etc.

This report also provides key insights about market drivers, restraints, opportunities, new product launches or approvals, COVID-19 and Russia-Ukraine War Influence.

Market segmentation

AI Contact Center (AICC) market is split by Type and by Application. For the period 2018-2029, the growth among segments provide 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

ChatBot

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Intelligent Virtual Assistant (IVA)

Intelligent Interactive Voice Response (IVR) System

Market segment by Application

BFSI

Consumer Goods & Retail

Government

Healthcare

IT & Telecom

Travel & Hospitality

Others

Market segment by players, this report covers

Amazon Web Services Inc.

Artificial Solutions International AB

Avaya Inc.

Google Inc.

IBM Corporation

Microsoft Corporation

Nuance Communications, Inc.

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Oracle Corporation

SAP SE

Zendesk, Inc.

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, Australia and Rest of Asia-Pacific)

South America (Brazil, Argentina and 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 Contact Center (AICC) product scope, market overview, market estimation caveats and base year.

Chapter 2, to profile the top players of AI Contact Center (AICC), with revenue, gross margin and global market share of AI Contact Center (AICC) from 2018 to 2023.

Chapter 3, the AI Contact Center (AICC) 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 application, with consumption value and growth rate by Type, application, from 2018 to 2029.

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 2018 to 2023.and AI Contact Center (AICC) market forecast, by regions, type and application, with consumption value, from 2024 to 2029.

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Chapter 11, market dynamics, drivers, restraints, trends, Porters Five Forces analysis, and Influence of COVID-19 and Russia-Ukraine War

Chapter 12, the key raw materials and key suppliers, and industry chain of AI Contact Center (AICC).

Chapter 13, to describe AI Contact Center (AICC) research findings and conclusion.

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