

Global AI Customer Service Automation Solutions Market 2026 by Company, Regions, Type and Application, Forecast to 2032

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Abstracts

According to our (Global Info Research) latest study, the global AI Customer Service Automation Solutions market size was valued at US\$ 14489 million in 2025 and is forecast to a readjusted size of US\$ 47614 million by 2032 with a CAGR of 18.5% during review period.

AI Customer Service Automation Solutions are a set of technology platforms and tools that leverage artificial intelligence (including natural language processing, machine learning, computer vision, and predictive analytics) to automate repetitive customer support tasks, streamline interaction workflows, and enhance the scalability and personalization of service delivery. Unlike traditional customer service software that relies on manual agent routing and rule-based responses, AI-powered solutions can understand customer intent, resolve issues autonomously, and learn from interactions to continuously improve performance.

These solutions cover the entire customer support lifecycle—from initial query intake to post-resolution follow-up—and are designed to reduce agent workload, lower operational costs, and improve customer satisfaction (CSAT) by delivering 24/7, fast, and consistent support.

This report is a detailed and comprehensive analysis for global AI Customer Service Automation Solutions 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 Customer Service Automation Solutions market size and forecasts, in consumption value (\$ Million), 2021-2032

Global AI Customer Service Automation Solutions market size and forecasts by region and country, in consumption value (\$ Million), 2021-2032

Global AI Customer Service Automation Solutions market size and forecasts, by Type and by Application, in consumption value (\$ Million), 2021-2032

Global AI Customer Service Automation Solutions 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 Customer Service Automation Solutions

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 Customer Service Automation Solutions 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 Zendesk, Sprinklr Service, NICE, HubSpot, Groove, Kustomer, Re:amaze, Helpshift, Gladly, Freshworks, etc.

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

Market segmentation

AI Customer Service Automation Solutions 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

Cloud-Based

On-premise

Hybrid

Market segment by Technical Architecture

Rule-Based + ML Hybrid Solutions

Pure Machine Learning (ML) Solutions

Generative AI Solutions

Computer Vision (CV)-Enabled Solutions

Market segment by Application

Large Enterprises

SMEs

Market segment by players, this report covers

Zendesk

Sprinklr Service

NICE

HubSpot

Groove

Kustomer

Re:amaze

Helpshift

Gladly

Freshworks

Gorgias

Helpwise

Qualtrics

RingCentral

LiveAgent

Help Scout

Olark

Intercom

HappyFox

Boss Solutions

TeamViewer

Pega

Oracle

Salesforce

Glassbox

Zoho Corporation

Arvato

Forethought

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 Customer Service Automation Solutions product scope, market overview, market estimation caveats and base year.

Chapter 2, to profile the top players of AI Customer Service Automation Solutions, with revenue, gross margin, and global market share of AI Customer Service Automation Solutions from 2021 to 2026.

Chapter 3, the AI Customer Service Automation Solutions 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

Customer Service Automation Solutions 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 Customer Service Automation Solutions.

Chapter 13, to describe AI Customer Service Automation Solutions research findings and conclusion.

Contents

1 MARKET OVERVIEW

1.1 Product Overview and Scope

1.2 Market Estimation Caveats and Base Year

1.3 Classification of AI Customer Service Automation Solutions by Type

1.3.1 Overview: Global AI Customer Service Automation Solutions Market Size by Type: 2021 Versus 2025 Versus 2032

1.3.2 Global AI Customer Service Automation Solutions Consumption Value Market Share by Type in 2025

1.3.3 Cloud-Based

1.3.4 On-premise

1.3.5 Hybrid

1.4 Classification of AI Customer Service Automation Solutions by Technical Architecture

1.4.1 Overview: Global AI Customer Service Automation Solutions Market Size by Technical Architecture: 2021 Versus 2025 Versus 2032

1.4.2 Global AI Customer Service Automation Solutions Consumption Value Market Share by Technical Architecture in 2025

1.4.3 Rule-Based + ML Hybrid Solutions

1.4.4 Pure Machine Learning (ML) Solutions

1.4.5 Generative AI Solutions

1.4.6 Computer Vision (CV)-Enabled Solutions

1.5 Global AI Customer Service Automation Solutions Market by Application

1.5.1 Overview: Global AI Customer Service Automation Solutions Market Size by Application: 2021 Versus 2025 Versus 2032

1.5.2 Large Enterprises

1.5.3 SMEs

1.6 Global AI Customer Service Automation Solutions Market Size & Forecast

1.7 Global AI Customer Service Automation Solutions Market Size and Forecast by Region

1.7.1 Global AI Customer Service Automation Solutions Market Size by Region: 2021 VS 2025 VS 2032

1.7.2 Global AI Customer Service Automation Solutions Market Size by Region, (2021-2032)

1.7.3 North America AI Customer Service Automation Solutions Market Size and Prospect (2021-2032)

1.7.4 Europe AI Customer Service Automation Solutions Market Size and Prospect

(2021-2032)

1.7.5 Asia-Pacific AI Customer Service Automation Solutions Market Size and Prospect (2021-2032)

1.7.6 South America AI Customer Service Automation Solutions Market Size and Prospect (2021-2032)

1.7.7 Middle East & Africa AI Customer Service Automation Solutions Market Size and Prospect (2021-2032)

2 COMPANY PROFILES

2.1 Zendesk

2.1.1 Zendesk Details

2.1.2 Zendesk Major Business

2.1.3 Zendesk AI Customer Service Automation Solutions Product and Solutions

2.1.4 Zendesk AI Customer Service Automation Solutions Revenue, Gross Margin and Market Share (2021-2026)

2.1.5 Zendesk Recent Developments and Future Plans

2.2 Sprinklr Service

2.2.1 Sprinklr Service Details

2.2.2 Sprinklr Service Major Business

2.2.3 Sprinklr Service AI Customer Service Automation Solutions Product and Solutions

2.2.4 Sprinklr Service AI Customer Service Automation Solutions Revenue, Gross Margin and Market Share (2021-2026)

2.2.5 Sprinklr Service Recent Developments and Future Plans

2.3 NICE

2.3.1 NICE Details

2.3.2 NICE Major Business

2.3.3 NICE AI Customer Service Automation Solutions Product and Solutions

2.3.4 NICE AI Customer Service Automation Solutions Revenue, Gross Margin and Market Share (2021-2026)

2.3.5 NICE Recent Developments and Future Plans

2.4 HubSpot

2.4.1 HubSpot Details

2.4.2 HubSpot Major Business

2.4.3 HubSpot AI Customer Service Automation Solutions Product and Solutions

2.4.4 HubSpot AI Customer Service Automation Solutions Revenue, Gross Margin and Market Share (2021-2026)

2.4.5 HubSpot Recent Developments and Future Plans

2.5 Groove

2.5.1 Groove Details

2.5.2 Groove Major Business

2.5.3 Groove AI Customer Service Automation Solutions Product and Solutions

2.5.4 Groove AI Customer Service Automation Solutions Revenue, Gross Margin and Market Share (2021-2026)

2.5.5 Groove Recent Developments and Future Plans

2.6 Kustomer

2.6.1 Kustomer Details

2.6.2 Kustomer Major Business

2.6.3 Kustomer AI Customer Service Automation Solutions Product and Solutions

2.6.4 Kustomer AI Customer Service Automation Solutions Revenue, Gross Margin and Market Share (2021-2026)

2.6.5 Kustomer Recent Developments and Future Plans

2.7 Re:amaze

2.7.1 Re:amaze Details

2.7.2 Re:amaze Major Business

2.7.3 Re:amaze AI Customer Service Automation Solutions Product and Solutions

2.7.4 Re:amaze AI Customer Service Automation Solutions Revenue, Gross Margin and Market Share (2021-2026)

2.7.5 Re:amaze Recent Developments and Future Plans

2.8 Helpshift

2.8.1 Helpshift Details

2.8.2 Helpshift Major Business

2.8.3 Helpshift AI Customer Service Automation Solutions Product and Solutions

2.8.4 Helpshift AI Customer Service Automation Solutions Revenue, Gross Margin and Market Share (2021-2026)

2.8.5 Helpshift Recent Developments and Future Plans

2.9 Gladly

2.9.1 Gladly Details

2.9.2 Gladly Major Business

2.9.3 Gladly AI Customer Service Automation Solutions Product and Solutions

2.9.4 Gladly AI Customer Service Automation Solutions Revenue, Gross Margin and Market Share (2021-2026)

2.9.5 Gladly Recent Developments and Future Plans

2.10 Freshworks

2.10.1 Freshworks Details

2.10.2 Freshworks Major Business

2.10.3 Freshworks AI Customer Service Automation Solutions Product and Solutions

2.10.4 Freshworks AI Customer Service Automation Solutions Revenue, Gross Margin and Market Share (2021-2026)

2.10.5 Freshworks Recent Developments and Future Plans

2.11 Gorgias

2.11.1 Gorgias Details

2.11.2 Gorgias Major Business

2.11.3 Gorgias AI Customer Service Automation Solutions Product and Solutions

2.11.4 Gorgias AI Customer Service Automation Solutions Revenue, Gross Margin and Market Share (2021-2026)

2.11.5 Gorgias Recent Developments and Future Plans

2.12 Helpwise

2.12.1 Helpwise Details

2.12.2 Helpwise Major Business

2.12.3 Helpwise AI Customer Service Automation Solutions Product and Solutions

2.12.4 Helpwise AI Customer Service Automation Solutions Revenue, Gross Margin and Market Share (2021-2026)

2.12.5 Helpwise Recent Developments and Future Plans

2.13 Qualtrics

2.13.1 Qualtrics Details

2.13.2 Qualtrics Major Business

2.13.3 Qualtrics AI Customer Service Automation Solutions Product and Solutions

2.13.4 Qualtrics AI Customer Service Automation Solutions Revenue, Gross Margin and Market Share (2021-2026)

2.13.5 Qualtrics Recent Developments and Future Plans

2.14 RingCentral

2.14.1 RingCentral Details

2.14.2 RingCentral Major Business

2.14.3 RingCentral AI Customer Service Automation Solutions Product and Solutions

2.14.4 RingCentral AI Customer Service Automation Solutions Revenue, Gross Margin and Market Share (2021-2026)

2.14.5 RingCentral Recent Developments and Future Plans

2.15 LiveAgent

2.15.1 LiveAgent Details

2.15.2 LiveAgent Major Business

2.15.3 LiveAgent AI Customer Service Automation Solutions Product and Solutions

2.15.4 LiveAgent AI Customer Service Automation Solutions Revenue, Gross Margin and Market Share (2021-2026)

2.15.5 LiveAgent Recent Developments and Future Plans

2.16 Help Scout

- 2.16.1 Help Scout Details
- 2.16.2 Help Scout Major Business
- 2.16.3 Help Scout AI Customer Service Automation Solutions Product and Solutions
- 2.16.4 Help Scout AI Customer Service Automation Solutions Revenue, Gross Margin and Market Share (2021-2026)
- 2.16.5 Help Scout Recent Developments and Future Plans
- 2.17 Olark
 - 2.17.1 Olark Details
 - 2.17.2 Olark Major Business
 - 2.17.3 Olark AI Customer Service Automation Solutions Product and Solutions
 - 2.17.4 Olark AI Customer Service Automation Solutions Revenue, Gross Margin and Market Share (2021-2026)
 - 2.17.5 Olark Recent Developments and Future Plans
- 2.18 Intercom
 - 2.18.1 Intercom Details
 - 2.18.2 Intercom Major Business
 - 2.18.3 Intercom AI Customer Service Automation Solutions Product and Solutions
 - 2.18.4 Intercom AI Customer Service Automation Solutions Revenue, Gross Margin and Market Share (2021-2026)
 - 2.18.5 Intercom Recent Developments and Future Plans
- 2.19 HappyFox
 - 2.19.1 HappyFox Details
 - 2.19.2 HappyFox Major Business
 - 2.19.3 HappyFox AI Customer Service Automation Solutions Product and Solutions
 - 2.19.4 HappyFox AI Customer Service Automation Solutions Revenue, Gross Margin and Market Share (2021-2026)
 - 2.19.5 HappyFox Recent Developments and Future Plans
- 2.20 Boss Solutions
 - 2.20.1 Boss Solutions Details
 - 2.20.2 Boss Solutions Major Business
 - 2.20.3 Boss Solutions AI Customer Service Automation Solutions Product and Solutions
 - 2.20.4 Boss Solutions AI Customer Service Automation Solutions Revenue, Gross Margin and Market Share (2021-2026)
 - 2.20.5 Boss Solutions Recent Developments and Future Plans
- 2.21 TeamViewer
 - 2.21.1 TeamViewer Details
 - 2.21.2 TeamViewer Major Business
 - 2.21.3 TeamViewer AI Customer Service Automation Solutions Product and Solutions

2.21.4 TeamViewer AI Customer Service Automation Solutions Revenue, Gross Margin and Market Share (2021-2026)

2.21.5 TeamViewer Recent Developments and Future Plans

2.22 Pega

2.22.1 Pega Details

2.22.2 Pega Major Business

2.22.3 Pega AI Customer Service Automation Solutions Product and Solutions

2.22.4 Pega AI Customer Service Automation Solutions Revenue, Gross Margin and Market Share (2021-2026)

2.22.5 Pega Recent Developments and Future Plans

2.23 Oracle

2.23.1 Oracle Details

2.23.2 Oracle Major Business

2.23.3 Oracle AI Customer Service Automation Solutions Product and Solutions

2.23.4 Oracle AI Customer Service Automation Solutions Revenue, Gross Margin and Market Share (2021-2026)

2.23.5 Oracle Recent Developments and Future Plans

2.24 Salesforce

2.24.1 Salesforce Details

2.24.2 Salesforce Major Business

2.24.3 Salesforce AI Customer Service Automation Solutions Product and Solutions

2.24.4 Salesforce AI Customer Service Automation Solutions Revenue, Gross Margin and Market Share (2021-2026)

2.24.5 Salesforce Recent Developments and Future Plans

2.25 Glassbox

2.25.1 Glassbox Details

2.25.2 Glassbox Major Business

2.25.3 Glassbox AI Customer Service Automation Solutions Product and Solutions

2.25.4 Glassbox AI Customer Service Automation Solutions Revenue, Gross Margin and Market Share (2021-2026)

2.25.5 Glassbox Recent Developments and Future Plans

2.26 Zoho Corporation

2.26.1 Zoho Corporation Details

2.26.2 Zoho Corporation Major Business

2.26.3 Zoho Corporation AI Customer Service Automation Solutions Product and Solutions

2.26.4 Zoho Corporation AI Customer Service Automation Solutions Revenue, Gross Margin and Market Share (2021-2026)

2.26.5 Zoho Corporation Recent Developments and Future Plans

2.27 Arvato

2.27.1 Arvato Details

2.27.2 Arvato Major Business

2.27.3 Arvato AI Customer Service Automation Solutions Product and Solutions

2.27.4 Arvato AI Customer Service Automation Solutions Revenue, Gross Margin and Market Share (2021-2026)

2.27.5 Arvato Recent Developments and Future Plans

2.28 Forethought

2.28.1 Forethought Details

2.28.2 Forethought Major Business

2.28.3 Forethought AI Customer Service Automation Solutions Product and Solutions

2.28.4 Forethought AI Customer Service Automation Solutions Revenue, Gross Margin and Market Share (2021-2026)

2.28.5 Forethought Recent Developments and Future Plans

3 MARKET COMPETITION, BY PLAYERS

3.1 Global AI Customer Service Automation Solutions Revenue and Share by Players (2021-2026)

3.2 Market Share Analysis (2025)

3.2.1 Market Share of AI Customer Service Automation Solutions by Company Revenue

3.2.2 Top 3 AI Customer Service Automation Solutions Players Market Share in 2025

3.2.3 Top 6 AI Customer Service Automation Solutions Players Market Share in 2025

3.3 AI Customer Service Automation Solutions Market: Overall Company Footprint Analysis

3.3.1 AI Customer Service Automation Solutions Market: Region Footprint

3.3.2 AI Customer Service Automation Solutions Market: Company Product Type Footprint

3.3.3 AI Customer Service Automation Solutions Market: Company Product Application Footprint

3.4 New Market Entrants and Barriers to Market Entry

3.5 Mergers, Acquisition, Agreements, and Collaborations

4 MARKET SIZE SEGMENT BY TYPE

4.1 Global AI Customer Service Automation Solutions Consumption Value and Market Share by Type (2021-2026)

4.2 Global AI Customer Service Automation Solutions Market Forecast by Type

(2027-2032)

5 MARKET SIZE SEGMENT BY APPLICATION

5.1 Global AI Customer Service Automation Solutions Consumption Value Market Share by Application (2021-2026)

5.2 Global AI Customer Service Automation Solutions Market Forecast by Application (2027-2032)

6 NORTH AMERICA

6.1 North America AI Customer Service Automation Solutions Consumption Value by Type (2021-2032)

6.2 North America AI Customer Service Automation Solutions Market Size by Application (2021-2032)

6.3 North America AI Customer Service Automation Solutions Market Size by Country
6.3.1 North America AI Customer Service Automation Solutions Consumption Value by Country (2021-2032)

6.3.2 United States AI Customer Service Automation Solutions Market Size and Forecast (2021-2032)

6.3.3 Canada AI Customer Service Automation Solutions Market Size and Forecast (2021-2032)

6.3.4 Mexico AI Customer Service Automation Solutions Market Size and Forecast (2021-2032)

7 EUROPE

7.1 Europe AI Customer Service Automation Solutions Consumption Value by Type (2021-2032)

7.2 Europe AI Customer Service Automation Solutions Consumption Value by Application (2021-2032)

7.3 Europe AI Customer Service Automation Solutions Market Size by Country
7.3.1 Europe AI Customer Service Automation Solutions Consumption Value by Country (2021-2032)

7.3.2 Germany AI Customer Service Automation Solutions Market Size and Forecast (2021-2032)

7.3.3 France AI Customer Service Automation Solutions Market Size and Forecast (2021-2032)

7.3.4 United Kingdom AI Customer Service Automation Solutions Market Size and

Forecast (2021-2032)

7.3.5 Russia AI Customer Service Automation Solutions Market Size and Forecast (2021-2032)

7.3.6 Italy AI Customer Service Automation Solutions Market Size and Forecast (2021-2032)

8 ASIA-PACIFIC

8.1 Asia-Pacific AI Customer Service Automation Solutions Consumption Value by Type (2021-2032)

8.2 Asia-Pacific AI Customer Service Automation Solutions Consumption Value by Application (2021-2032)

8.3 Asia-Pacific AI Customer Service Automation Solutions Market Size by Region

8.3.1 Asia-Pacific AI Customer Service Automation Solutions Consumption Value by Region (2021-2032)

8.3.2 China AI Customer Service Automation Solutions Market Size and Forecast (2021-2032)

8.3.3 Japan AI Customer Service Automation Solutions Market Size and Forecast (2021-2032)

8.3.4 South Korea AI Customer Service Automation Solutions Market Size and Forecast (2021-2032)

8.3.5 India AI Customer Service Automation Solutions Market Size and Forecast (2021-2032)

8.3.6 Southeast Asia AI Customer Service Automation Solutions Market Size and Forecast (2021-2032)

8.3.7 Australia AI Customer Service Automation Solutions Market Size and Forecast (2021-2032)

9 SOUTH AMERICA

9.1 South America AI Customer Service Automation Solutions Consumption Value by Type (2021-2032)

9.2 South America AI Customer Service Automation Solutions Consumption Value by Application (2021-2032)

9.3 South America AI Customer Service Automation Solutions Market Size by Country

9.3.1 South America AI Customer Service Automation Solutions Consumption Value by Country (2021-2032)

9.3.2 Brazil AI Customer Service Automation Solutions Market Size and Forecast (2021-2032)

9.3.3 Argentina AI Customer Service Automation Solutions Market Size and Forecast (2021-2032)

10 MIDDLE EAST & AFRICA

10.1 Middle East & Africa AI Customer Service Automation Solutions Consumption Value by Type (2021-2032)

10.2 Middle East & Africa AI Customer Service Automation Solutions Consumption Value by Application (2021-2032)

10.3 Middle East & Africa AI Customer Service Automation Solutions Market Size by Country

10.3.1 Middle East & Africa AI Customer Service Automation Solutions Consumption Value by Country (2021-2032)

10.3.2 Turkey AI Customer Service Automation Solutions Market Size and Forecast (2021-2032)

10.3.3 Saudi Arabia AI Customer Service Automation Solutions Market Size and Forecast (2021-2032)

10.3.4 UAE AI Customer Service Automation Solutions Market Size and Forecast (2021-2032)

11 MARKET DYNAMICS

11.1 AI Customer Service Automation Solutions Market Drivers

11.2 AI Customer Service Automation Solutions Market Restraints

11.3 AI Customer Service Automation Solutions Trends Analysis

11.4 Porters Five Forces Analysis

11.4.1 Threat of New Entrants

11.4.2 Bargaining Power of Suppliers

11.4.3 Bargaining Power of Buyers

11.4.4 Threat of Substitutes

11.4.5 Competitive Rivalry

12 INDUSTRY CHAIN ANALYSIS

12.1 AI Customer Service Automation Solutions Industry Chain

12.2 AI Customer Service Automation Solutions Upstream Analysis

12.3 AI Customer Service Automation Solutions Midstream Analysis

12.4 AI Customer Service Automation Solutions Downstream Analysis

13 RESEARCH FINDINGS AND CONCLUSION

14 APPENDIX

14.1 Methodology

14.2 Research Process and Data Source

14.3 Disclaimer

List Of Tables

LIST OF TABLES

Table 1. Global AI Customer Service Automation Solutions Consumption Value by Type, (USD Million), 2021 & 2025 & 2032

Table 2. Global AI Customer Service Automation Solutions Consumption Value by Technical Architecture, (USD Million), 2021 & 2025 & 2032

Table 3. Global AI Customer Service Automation Solutions Consumption Value by Application, (USD Million), 2021 & 2025 & 2032

Table 4. Global AI Customer Service Automation Solutions Consumption Value by Region (2021-2026) & (USD Million)

Table 5. Global AI Customer Service Automation Solutions Consumption Value by Region (2027-2032) & (USD Million)

Table 6. Zendesk Company Information, Head Office, and Major Competitors

Table 7. Zendesk Major Business

Table 8. Zendesk AI Customer Service Automation Solutions Product and Solutions

Table 9. Zendesk AI Customer Service Automation Solutions Revenue (USD Million), Gross Margin and Market Share (2021-2026)

Table 10. Zendesk Recent Developments and Future Plans

Table 11. Sprinklr Service Company Information, Head Office, and Major Competitors

Table 12. Sprinklr Service Major Business

Table 13. Sprinklr Service AI Customer Service Automation Solutions Product and Solutions

Table 14. Sprinklr Service AI Customer Service Automation Solutions Revenue (USD Million), Gross Margin and Market Share (2021-2026)

Table 15. Sprinklr Service Recent Developments and Future Plans

Table 16. NICE Company Information, Head Office, and Major Competitors

Table 17. NICE Major Business

Table 18. NICE AI Customer Service Automation Solutions Product and Solutions

Table 19. NICE AI Customer Service Automation Solutions Revenue (USD Million), Gross Margin and Market Share (2021-2026)

Table 20. HubSpot Company Information, Head Office, and Major Competitors

Table 21. HubSpot Major Business

Table 22. HubSpot AI Customer Service Automation Solutions Product and Solutions

Table 23. HubSpot AI Customer Service Automation Solutions Revenue (USD Million), Gross Margin and Market Share (2021-2026)

Table 24. HubSpot Recent Developments and Future Plans

Table 25. Groove Company Information, Head Office, and Major Competitors

- Table 26. Groove Major Business
- Table 27. Groove AI Customer Service Automation Solutions Product and Solutions
- Table 28. Groove AI Customer Service Automation Solutions Revenue (USD Million), Gross Margin and Market Share (2021-2026)
- Table 29. Groove Recent Developments and Future Plans
- Table 30. Kustomer Company Information, Head Office, and Major Competitors
- Table 31. Kustomer Major Business
- Table 32. Kustomer AI Customer Service Automation Solutions Product and Solutions
- Table 33. Kustomer AI Customer Service Automation Solutions Revenue (USD Million), Gross Margin and Market Share (2021-2026)
- Table 34. Kustomer Recent Developments and Future Plans
- Table 35. Re:amaze Company Information, Head Office, and Major Competitors
- Table 36. Re:amaze Major Business
- Table 37. Re:amaze AI Customer Service Automation Solutions Product and Solutions
- Table 38. Re:amaze AI Customer Service Automation Solutions Revenue (USD Million), Gross Margin and Market Share (2021-2026)
- Table 39. Re:amaze Recent Developments and Future Plans
- Table 40. Helpshift Company Information, Head Office, and Major Competitors
- Table 41. Helpshift Major Business
- Table 42. Helpshift AI Customer Service Automation Solutions Product and Solutions
- Table 43. Helpshift AI Customer Service Automation Solutions Revenue (USD Million), Gross Margin and Market Share (2021-2026)
- Table 44. Helpshift Recent Developments and Future Plans
- Table 45. Gladly Company Information, Head Office, and Major Competitors
- Table 46. Gladly Major Business
- Table 47. Gladly AI Customer Service Automation Solutions Product and Solutions
- Table 48. Gladly AI Customer Service Automation Solutions Revenue (USD Million), Gross Margin and Market Share (2021-2026)
- Table 49. Gladly Recent Developments and Future Plans
- Table 50. Freshworks Company Information, Head Office, and Major Competitors
- Table 51. Freshworks Major Business
- Table 52. Freshworks AI Customer Service Automation Solutions Product and Solutions
- Table 53. Freshworks AI Customer Service Automation Solutions Revenue (USD Million), Gross Margin and Market Share (2021-2026)
- Table 54. Freshworks Recent Developments and Future Plans
- Table 55. Gorgias Company Information, Head Office, and Major Competitors
- Table 56. Gorgias Major Business
- Table 57. Gorgias AI Customer Service Automation Solutions Product and Solutions
- Table 58. Gorgias AI Customer Service Automation Solutions Revenue (USD Million),

Gross Margin and Market Share (2021-2026)

Table 59. Gorgias Recent Developments and Future Plans

Table 60. Helpwise Company Information, Head Office, and Major Competitors

Table 61. Helpwise Major Business

Table 62. Helpwise AI Customer Service Automation Solutions Product and Solutions

Table 63. Helpwise AI Customer Service Automation Solutions Revenue (USD Million),
Gross Margin and Market Share (2021-2026)

Table 64. Helpwise Recent Developments and Future Plans

Table 65. Qualtrics Company Information, Head Office, and Major Competitors

Table 66. Qualtrics Major Business

Table 67. Qualtrics AI Customer Service Automation Solutions Product and Solutions

Table 68. Qualtrics AI Customer Service Automation Solutions Revenue (USD Million),
Gross Margin and Market Share (2021-2026)

Table 69. Qualtrics Recent Developments and Future Plans

Table 70. RingCentral Company Information, Head Office, and Major Competitors

Table 71. RingCentral Major Business

Table 72. RingCentral AI Customer Service Automation Solutions Product and Solutions

Table 73. RingCentral AI Customer Service Automation Solutions Revenue (USD
Million), Gross Margin and Market Share (2021-2026)

Table 74. RingCentral Recent Developments and Future Plans

Table 75. LiveAgent Company Information, Head Office, and Major Competitors

Table 76. LiveAgent Major Business

Table 77. LiveAgent AI Customer Service Automation Solutions Product and Solutions

Table 78. LiveAgent AI Customer Service Automation Solutions Revenue (USD Million),
Gross Margin and Market Share (2021-2026)

Table 79. LiveAgent Recent Developments and Future Plans

Table 80. Help Scout Company Information, Head Office, and Major Competitors

Table 81. Help Scout Major Business

Table 82. Help Scout AI Customer Service Automation Solutions Product and Solutions

Table 83. Help Scout AI Customer Service Automation Solutions Revenue (USD
Million), Gross Margin and Market Share (2021-2026)

Table 84. Help Scout Recent Developments and Future Plans

Table 85. Olark Company Information, Head Office, and Major Competitors

Table 86. Olark Major Business

Table 87. Olark AI Customer Service Automation Solutions Product and Solutions

Table 88. Olark AI Customer Service Automation Solutions Revenue (USD Million),
Gross Margin and Market Share (2021-2026)

Table 89. Olark Recent Developments and Future Plans

Table 90. Intercom Company Information, Head Office, and Major Competitors

Table 91. Intercom Major Business

Table 92. Intercom AI Customer Service Automation Solutions Product and Solutions

Table 93. Intercom AI Customer Service Automation Solutions Revenue (USD Million), Gross Margin and Market Share (2021-2026)

Table 94. Intercom Recent Developments and Future Plans

Table 95. HappyFox Company Information, Head Office, and Major Competitors

Table 96. HappyFox Major Business

Table 97. HappyFox AI Customer Service Automation Solutions Product and Solutions

Table 98. HappyFox AI Customer Service Automation Solutions Revenue (USD Million), Gross Margin and Market Share (2021-2026)

Table 99. HappyFox Recent Developments and Future Plans

Table 100. Boss Solutions Company Information, Head Office, and Major Competitors

Table 101. Boss Solutions Major Business

Table 102. Boss Solutions AI Customer Service Automation Solutions Product and Solutions

Table 103. Boss Solutions AI Customer Service Automation Solutions Revenue (USD Million), Gross Margin and Market Share (2021-2026)

Table 104. Boss Solutions Recent Developments and Future Plans

Table 105. TeamViewer Company Information, Head Office, and Major Competitors

Table 106. TeamViewer Major Business

Table 107. TeamViewer AI Customer Service Automation Solutions Product and Solutions

Table 108. TeamViewer AI Customer Service Automation Solutions Revenue (USD Million), Gross Margin and Market Share (2021-2026)

Table 109. TeamViewer Recent Developments and Future Plans

Table 110. Pega Company Information, Head Office, and Major Competitors

Table 111. Pega Major Business

Table 112. Pega AI Customer Service Automation Solutions Product and Solutions

Table 113. Pega AI Customer Service Automation Solutions Revenue (USD Million), Gross Margin and Market Share (2021-2026)

Table 114. Pega Recent Developments and Future Plans

Table 115. Oracle Company Information, Head Office, and Major Competitors

Table 116. Oracle Major Business

Table 117. Oracle AI Customer Service Automation Solutions Product and Solutions

Table 118. Oracle AI Customer Service Automation Solutions Revenue (USD Million), Gross Margin and Market Share (2021-2026)

Table 119. Oracle Recent Developments and Future Plans

Table 120. Salesforce Company Information, Head Office, and Major Competitors

Table 121. Salesforce Major Business

Table 122. Salesforce AI Customer Service Automation Solutions Product and Solutions

Table 123. Salesforce AI Customer Service Automation Solutions Revenue (USD Million), Gross Margin and Market Share (2021-2026)

Table 124. Salesforce Recent Developments and Future Plans

Table 125. Glassbox Company Information, Head Office, and Major Competitors

Table 126. Glassbox Major Business

Table 127. Glassbox AI Customer Service Automation Solutions Product and Solutions

Table 128. Glassbox AI Customer Service Automation Solutions Revenue (USD Million), Gross Margin and Market Share (2021-2026)

Table 129. Glassbox Recent Developments and Future Plans

Table 130. Zoho Corporation Company Information, Head Office, and Major Competitors

Table 131. Zoho Corporation Major Business

Table 132. Zoho Corporation AI Customer Service Automation Solutions Product and Solutions

Table 133. Zoho Corporation AI Customer Service Automation Solutions Revenue (USD Million), Gross Margin and Market Share (2021-2026)

Table 134. Zoho Corporation Recent Developments and Future Plans

Table 135. Arvato Company Information, Head Office, and Major Competitors

Table 136. Arvato Major Business

Table 137. Arvato AI Customer Service Automation Solutions Product and Solutions

Table 138. Arvato AI Customer Service Automation Solutions Revenue (USD Million), Gross Margin and Market Share (2021-2026)

Table 139. Arvato Recent Developments and Future Plans

Table 140. Forethought Company Information, Head Office, and Major Competitors

Table 141. Forethought Major Business

Table 142. Forethought AI Customer Service Automation Solutions Product and Solutions

Table 143. Forethought AI Customer Service Automation Solutions Revenue (USD Million), Gross Margin and Market Share (2021-2026)

Table 144. Forethought Recent Developments and Future Plans

Table 145. Global AI Customer Service Automation Solutions Revenue (USD Million) by Players (2021-2026)

Table 146. Global AI Customer Service Automation Solutions Revenue Share by Players (2021-2026)

Table 147. Breakdown of AI Customer Service Automation Solutions by Company Type (Tier 1, Tier 2, and Tier 3)

Table 148. Market Position of Players in AI Customer Service Automation Solutions, (Tier 1, Tier 2, and Tier 3), Based on Revenue in 2025

Table 149. Head Office of Key AI Customer Service Automation Solutions Players

Table 150. AI Customer Service Automation Solutions Market: Company Product Type Footprint

Table 151. AI Customer Service Automation Solutions Market: Company Product Application Footprint

Table 152. AI Customer Service Automation Solutions New Market Entrants and Barriers to Market Entry

Table 153. AI Customer Service Automation Solutions Mergers, Acquisition, Agreements, and Collaborations

Table 154. Global AI Customer Service Automation Solutions Consumption Value (USD Million) by Type (2021-2026)

Table 155. Global AI Customer Service Automation Solutions Consumption Value Share by Type (2021-2026)

Table 156. Global AI Customer Service Automation Solutions Consumption Value Forecast by Type (2027-2032)

Table 157. Global AI Customer Service Automation Solutions Consumption Value by Application (2021-2026)

Table 158. Global AI Customer Service Automation Solutions Consumption Value Forecast by Application (2027-2032)

Table 159. North America AI Customer Service Automation Solutions Consumption Value by Type (2021-2026) & (USD Million)

Table 160. North America AI Customer Service Automation Solutions Consumption Value by Type (2027-2032) & (USD Million)

Table 161. North America AI Customer Service Automation Solutions Consumption Value by Application (2021-2026) & (USD Million)

Table 162. North America AI Customer Service Automation Solutions Consumption Value by Application (2027-2032) & (USD Million)

Table 163. North America AI Customer Service Automation Solutions Consumption Value by Country (2021-2026) & (USD Million)

Table 164. North America AI Customer Service Automation Solutions Consumption Value by Country (2027-2032) & (USD Million)

Table 165. Europe AI Customer Service Automation Solutions Consumption Value by Type (2021-2026) & (USD Million)

Table 166. Europe AI Customer Service Automation Solutions Consumption Value by Type (2027-2032) & (USD Million)

Table 167. Europe AI Customer Service Automation Solutions Consumption Value by Application (2021-2026) & (USD Million)

Table 168. Europe AI Customer Service Automation Solutions Consumption Value by Application (2027-2032) & (USD Million)

Table 169. Europe AI Customer Service Automation Solutions Consumption Value by Country (2021-2026) & (USD Million)

Table 170. Europe AI Customer Service Automation Solutions Consumption Value by Country (2027-2032) & (USD Million)

Table 171. Asia-Pacific AI Customer Service Automation Solutions Consumption Value by Type (2021-2026) & (USD Million)

Table 172. Asia-Pacific AI Customer Service Automation Solutions Consumption Value by Type (2027-2032) & (USD Million)

Table 173. Asia-Pacific AI Customer Service Automation Solutions Consumption Value by Application (2021-2026) & (USD Million)

Table 174. Asia-Pacific AI Customer Service Automation Solutions Consumption Value by Application (2027-2032) & (USD Million)

Table 175. Asia-Pacific AI Customer Service Automation Solutions Consumption Value by Region (2021-2026) & (USD Million)

Table 176. Asia-Pacific AI Customer Service Automation Solutions Consumption Value by Region (2027-2032) & (USD Million)

Table 177. South America AI Customer Service Automation Solutions Consumption Value by Type (2021-2026) & (USD Million)

Table 178. South America AI Customer Service Automation Solutions Consumption Value by Type (2027-2032) & (USD Million)

Table 179. South America AI Customer Service Automation Solutions Consumption Value by Application (2021-2026) & (USD Million)

Table 180. South America AI Customer Service Automation Solutions Consumption Value by Application (2027-2032) & (USD Million)

Table 181. South America AI Customer Service Automation Solutions Consumption Value by Country (2021-2026) & (USD Million)

Table 182. South America AI Customer Service Automation Solutions Consumption Value by Country (2027-2032) & (USD Million)

Table 183. Middle East & Africa AI Customer Service Automation Solutions Consumption Value by Type (2021-2026) & (USD Million)

Table 184. Middle East & Africa AI Customer Service Automation Solutions Consumption Value by Type (2027-2032) & (USD Million)

Table 185. Middle East & Africa AI Customer Service Automation Solutions Consumption Value by Application (2021-2026) & (USD Million)

Table 186. Middle East & Africa AI Customer Service Automation Solutions Consumption Value by Application (2027-2032) & (USD Million)

Table 187. Middle East & Africa AI Customer Service Automation Solutions Consumption Value by Country (2021-2026) & (USD Million)

Table 188. Middle East & Africa AI Customer Service Automation Solutions

Consumption Value by Country (2027-2032) & (USD Million)

Table 189. Global Key Players of AI Customer Service Automation Solutions Upstream (Raw Materials)

Table 190. Global AI Customer Service Automation Solutions Typical Customers

List Of Figures

LIST OF FIGURES

- Figure 1. AI Customer Service Automation Solutions Picture
- Figure 2. Global AI Customer Service Automation Solutions Consumption Value by Type, (USD Million), 2021 & 2025 & 2032
- Figure 3. Global AI Customer Service Automation Solutions Consumption Value Market Share by Type in 2025
- Figure 4. Cloud-Based
- Figure 5. On-premise
- Figure 6. Hybrid
- Figure 7. Global AI Customer Service Automation Solutions Consumption Value by Technical Architecture, (USD Million), 2021 & 2025 & 2032
- Figure 8. Global AI Customer Service Automation Solutions Consumption Value Market Share by Technical Architecture in 2025
- Figure 9. Rule-Based + ML Hybrid Solutions
- Figure 10. Pure Machine Learning (ML) Solutions
- Figure 11. Generative AI Solutions
- Figure 12. Computer Vision (CV)-Enabled Solutions
- Figure 13. Global AI Customer Service Automation Solutions Consumption Value by Application, (USD Million), 2021 & 2025 & 2032
- Figure 14. AI Customer Service Automation Solutions Consumption Value Market Share by Application in 2025
- Figure 15. Large Enterprises Picture
- Figure 16. SMEs Picture
- Figure 17. Global AI Customer Service Automation Solutions Consumption Value, (USD Million): 2021 & 2025 & 2032
- Figure 18. Global AI Customer Service Automation Solutions Consumption Value and Forecast (2021-2032) & (USD Million)
- Figure 19. Global Market AI Customer Service Automation Solutions Consumption Value (USD Million) Comparison by Region (2021 VS 2025 VS 2032)
- Figure 20. Global AI Customer Service Automation Solutions Consumption Value Market Share by Region (2021-2032)
- Figure 21. Global AI Customer Service Automation Solutions Consumption Value Market Share by Region in 2025
- Figure 22. North America AI Customer Service Automation Solutions Consumption Value (2021-2032) & (USD Million)
- Figure 23. Europe AI Customer Service Automation Solutions Consumption Value

(2021-2032) & (USD Million)

Figure 24. Asia-Pacific AI Customer Service Automation Solutions Consumption Value (2021-2032) & (USD Million)

Figure 25. South America AI Customer Service Automation Solutions Consumption Value (2021-2032) & (USD Million)

Figure 26. Middle East & Africa AI Customer Service Automation Solutions Consumption Value (2021-2032) & (USD Million)

Figure 27. Company Three Recent Developments and Future Plans

Figure 28. Global AI Customer Service Automation Solutions Revenue Share by Players in 2025

Figure 29. AI Customer Service Automation Solutions Market Share by Company Type (Tier 1, Tier 2, and Tier 3) in 2025

Figure 30. Market Share of AI Customer Service Automation Solutions by Player Revenue in 2025

Figure 31. Top 3 AI Customer Service Automation Solutions Players Market Share in 2025

Figure 32. Top 6 AI Customer Service Automation Solutions Players Market Share in 2025

Figure 33. Global AI Customer Service Automation Solutions Consumption Value Share by Type (2021-2026)

Figure 34. Global AI Customer Service Automation Solutions Market Share Forecast by Type (2027-2032)

Figure 35. Global AI Customer Service Automation Solutions Consumption Value Share by Application (2021-2026)

Figure 36. Global AI Customer Service Automation Solutions Market Share Forecast by Application (2027-2032)

Figure 37. North America AI Customer Service Automation Solutions Consumption Value Market Share by Type (2021-2032)

Figure 38. North America AI Customer Service Automation Solutions Consumption Value Market Share by Application (2021-2032)

Figure 39. North America AI Customer Service Automation Solutions Consumption Value Market Share by Country (2021-2032)

Figure 40. United States AI Customer Service Automation Solutions Consumption Value (2021-2032) & (USD Million)

Figure 41. Canada AI Customer Service Automation Solutions Consumption Value (2021-2032) & (USD Million)

Figure 42. Mexico AI Customer Service Automation Solutions Consumption Value (2021-2032) & (USD Million)

Figure 43. Europe AI Customer Service Automation Solutions Consumption Value

Market Share by Type (2021-2032)

Figure 44. Europe AI Customer Service Automation Solutions Consumption Value

Market Share by Application (2021-2032)

Figure 45. Europe AI Customer Service Automation Solutions Consumption Value

Market Share by Country (2021-2032)

Figure 46. Germany AI Customer Service Automation Solutions Consumption Value (2021-2032) & (USD Million)

Figure 47. France AI Customer Service Automation Solutions Consumption Value (2021-2032) & (USD Million)

Figure 48. United Kingdom AI Customer Service Automation Solutions Consumption Value (2021-2032) & (USD Million)

Figure 49. Russia AI Customer Service Automation Solutions Consumption Value (2021-2032) & (USD Million)

Figure 50. Italy AI Customer Service Automation Solutions Consumption Value (2021-2032) & (USD Million)

Figure 51. Asia-Pacific AI Customer Service Automation Solutions Consumption Value Market Share by Type (2021-2032)

Figure 52. Asia-Pacific AI Customer Service Automation Solutions Consumption Value Market Share by Application (2021-2032)

Figure 53. Asia-Pacific AI Customer Service Automation Solutions Consumption Value Market Share by Region (2021-2032)

Figure 54. China AI Customer Service Automation Solutions Consumption Value (2021-2032) & (USD Million)

Figure 55. Japan AI Customer Service Automation Solutions Consumption Value (2021-2032) & (USD Million)

Figure 56. South Korea AI Customer Service Automation Solutions Consumption Value (2021-2032) & (USD Million)

Figure 57. India AI Customer Service Automation Solutions Consumption Value (2021-2032) & (USD Million)

Figure 58. Southeast Asia AI Customer Service Automation Solutions Consumption Value (2021-2032) & (USD Million)

Figure 59. Australia AI Customer Service Automation Solutions Consumption Value (2021-2032) & (USD Million)

Figure 60. South America AI Customer Service Automation Solutions Consumption Value Market Share by Type (2021-2032)

Figure 61. South America AI Customer Service Automation Solutions Consumption Value Market Share by Application (2021-2032)

Figure 62. South America AI Customer Service Automation Solutions Consumption Value Market Share by Country (2021-2032)

Figure 63. Brazil AI Customer Service Automation Solutions Consumption Value (2021-2032) & (USD Million)

Figure 64. Argentina AI Customer Service Automation Solutions Consumption Value (2021-2032) & (USD Million)

Figure 65. Middle East & Africa AI Customer Service Automation Solutions Consumption Value Market Share by Type (2021-2032)

Figure 66. Middle East & Africa AI Customer Service Automation Solutions Consumption Value Market Share by Application (2021-2032)

Figure 67. Middle East & Africa AI Customer Service Automation Solutions Consumption Value Market Share by Country (2021-2032)

Figure 68. Turkey AI Customer Service Automation Solutions Consumption Value (2021-2032) & (USD Million)

Figure 69. Saudi Arabia AI Customer Service Automation Solutions Consumption Value (2021-2032) & (USD Million)

Figure 70. UAE AI Customer Service Automation Solutions Consumption Value (2021-2032) & (USD Million)

Figure 71. AI Customer Service Automation Solutions Market Drivers

Figure 72. AI Customer Service Automation Solutions Market Restraints

Figure 73. AI Customer Service Automation Solutions Market Trends

Figure 74. Porters Five Forces Analysis

Figure 75. AI Customer Service Automation Solutions Industrial Chain

Figure 76. Methodology

Figure 77. Research Process and Data Source

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