

Global AI Customer Service Market 2025 by Company, Regions, Type and Application, Forecast to 2031

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Abstracts

According to our (Global Info Research) latest study, the global AI Customer Service market size was valued at US\$ million in 2024 and is forecast to a readjusted size of USD million by 2031 with a CAGR of %during review period.

As an important force driving a new round of scientific and technological revolution, artificial intelligence has been of national strategic importance. Many governments introduces polices and increase capital investment to support AI companies. The Digital Europe plan adopted by the European Union will allocate ?9.2 billion on high-tech investments, such as supercomputing, artificial intelligence, and network security. In order to maintain its leading position, the United States will increase its investment in artificial intelligence research and development in non-defense fields, from US\$1.6 billion to US\$1.7 billion in 2022. According to the latest data released by IDC, global artificial intelligence revenue was US\$432.8 billion in 2022, a year-on-year increase of 19.25%, including software, hardware and services.

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

2020-2031

Global AI Customer Service market size and forecasts by region and country, in consumption value (\$ Million), 2020-2031

Global AI Customer Service market size and forecasts, by Type and by Application, in consumption value (\$ Million), 2020-2031

Global AI Customer Service market shares of main players, in revenue (\$ Million), 2020-2025

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

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 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 Oracle, Iflytek, Google, Amazon, Microsoft, IBM, etc.

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

Market segmentation

AI Customer Service market is split by Type and by Application. For the period 2020-2031, 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

Knowledge Center

Hotline Voice Robot

Online Customer Service Robot

Video Customer Service Robot

Other

Market segment by Application

Large Enterprise

SME

Market segment by players, this report covers

Oracle

Iflytek

Google

Amazon

Microsoft

IBM

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 product scope, market overview, market estimation caveats and base year.

Chapter 2, to profile the top players of AI Customer Service, with revenue, gross margin, and global market share of AI Customer Service from 2020 to 2025.

Chapter 3, the AI Customer Service 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 2020 to 2031

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 2020 to 2025. and AI Customer Service market forecast, by regions, by Type and by Application, with consumption value, from 2026 to 2031.

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.

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

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