

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

<https://marketpublishers.com/r/G3A124BA4C01EN.html>

Date: March 2025

Pages: 133

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

ID: G3A124BA4C01EN

## Abstracts

According to our (Global Info Research) latest study, the global AI in 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.

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 1/35 of that of the United States.

This report is a detailed and comprehensive analysis for global AI in 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 in Customer Service market size and forecasts, in consumption value (\$ Million), 2020-2031

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

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

Global AI in 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 in 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 in 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 IBM, Ant Group, Chatra, ClickDesk, Freshworks, Huawei, Kayako, LivePerson, Olark, Provide Support, etc.

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

#### Market segmentation

AI in 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

On-Premise

Cloud-Based

#### Market segment by Application

Business to Business (B2B)

Business to Customer (B2C)

Others

#### Market segment by players, this report covers

IBM

Ant Group

Chatra

ClickDesk

Freshworks

Huawei

Kayako

LivePerson

Olark

Provide Support

Salesforce Essentials

SnapEngage

Solvvy

Tidio

Udesk

Userlike

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

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

Chapter 3, the AI in 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 in 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 in Customer Service.

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

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