

# Global AI-Powered Customer Service Platform 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-Powered Customer Service Platform market size was valued at US\$ 14489 million in 2025 and is forecast to a readjusted size of US\$ 47741 million by 2032 with a CAGR of 18.5% during review period.

An AI-Powered Customer Service Platform is a unified, end-to-end technology ecosystem that integrates artificial intelligence (AI) capabilities—such as natural language processing (NLP), machine learning (ML), conversational AI, and predictive analytics—into core customer service workflows. Unlike traditional customer service software that relies on manual agent intervention and rule-based automation, this platform uses AI to automate repetitive tasks, personalize interactions, optimize resource allocation, and deliver data-driven insights across the entire customer support lifecycle.

It serves as a central hub for managing customer queries across channels, unifying agent workflows, and bridging the gap between self-service tools and human support teams to enhance efficiency, scalability, and customer satisfaction (CSAT).

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

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

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

Global AI-Powered Customer Service Platform 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-Powered Customer Service Platform

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-Powered Customer Service Platform 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-Powered Customer Service Platform 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-Powered Customer Service Platform product scope, market overview, market estimation caveats and base year.

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

Chapter 3, the AI-Powered Customer Service Platform 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-Powered Customer Service Platform 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-Powered Customer Service Platform.

Chapter 13, to describe AI-Powered Customer Service Platform 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-Powered Customer Service Platform by Type

1.3.1 Overview: Global AI-Powered Customer Service Platform Market Size by Type: 2021 Versus 2025 Versus 2032

1.3.2 Global AI-Powered Customer Service Platform 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-Powered Customer Service Platform by Technical Architecture

1.4.1 Overview: Global AI-Powered Customer Service Platform Market Size by Technical Architecture: 2021 Versus 2025 Versus 2032

1.4.2 Global AI-Powered Customer Service Platform 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-Powered Customer Service Platform Market by Application

1.5.1 Overview: Global AI-Powered Customer Service Platform Market Size by Application: 2021 Versus 2025 Versus 2032

1.5.2 Large Enterprises

1.5.3 SMEs

1.6 Global AI-Powered Customer Service Platform Market Size & Forecast

1.7 Global AI-Powered Customer Service Platform Market Size and Forecast by Region

1.7.1 Global AI-Powered Customer Service Platform Market Size by Region: 2021 VS 2025 VS 2032

1.7.2 Global AI-Powered Customer Service Platform Market Size by Region, (2021-2032)

1.7.3 North America AI-Powered Customer Service Platform Market Size and Prospect (2021-2032)

1.7.4 Europe AI-Powered Customer Service Platform Market Size and Prospect (2021-2032)

1.7.5 Asia-Pacific AI-Powered Customer Service Platform Market Size and Prospect

(2021-2032)

1.7.6 South America AI-Powered Customer Service Platform Market Size and Prospect (2021-2032)

1.7.7 Middle East & Africa AI-Powered Customer Service Platform 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-Powered Customer Service Platform Product and Solutions

2.1.4 Zendesk AI-Powered Customer Service Platform 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-Powered Customer Service Platform Product and Solutions

2.2.4 Sprinklr Service AI-Powered Customer Service Platform 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-Powered Customer Service Platform Product and Solutions

2.3.4 NICE AI-Powered Customer Service Platform 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-Powered Customer Service Platform Product and Solutions

2.4.4 HubSpot AI-Powered Customer Service Platform 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-Powered Customer Service Platform Product and Solutions
- 2.5.4 Groove AI-Powered Customer Service Platform 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-Powered Customer Service Platform Product and Solutions
  - 2.6.4 Kustomer AI-Powered Customer Service Platform 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-Powered Customer Service Platform Product and Solutions
  - 2.7.4 Re:amaze AI-Powered Customer Service Platform 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-Powered Customer Service Platform Product and Solutions
  - 2.8.4 Helpshift AI-Powered Customer Service Platform 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-Powered Customer Service Platform Product and Solutions
  - 2.9.4 Gladly AI-Powered Customer Service Platform 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-Powered Customer Service Platform Product and Solutions
  - 2.10.4 Freshworks AI-Powered Customer Service Platform 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-Powered Customer Service Platform Product and Solutions

### 2.11.4 Gorgias AI-Powered Customer Service Platform 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-Powered Customer Service Platform Product and Solutions

### 2.12.4 Helpwise AI-Powered Customer Service Platform 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-Powered Customer Service Platform Product and Solutions

### 2.13.4 Qualtrics AI-Powered Customer Service Platform 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-Powered Customer Service Platform Product and Solutions

### 2.14.4 RingCentral AI-Powered Customer Service Platform 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-Powered Customer Service Platform Product and Solutions

### 2.15.4 LiveAgent AI-Powered Customer Service Platform 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-Powered Customer Service Platform Product and Solutions

2.16.4 Help Scout AI-Powered Customer Service Platform 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-Powered Customer Service Platform Product and Solutions

2.17.4 Olark AI-Powered Customer Service Platform 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-Powered Customer Service Platform Product and Solutions

2.18.4 Intercom AI-Powered Customer Service Platform 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-Powered Customer Service Platform Product and Solutions

2.19.4 HappyFox AI-Powered Customer Service Platform 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-Powered Customer Service Platform Product and Solutions

2.20.4 Boss Solutions AI-Powered Customer Service Platform 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-Powered Customer Service Platform Product and Solutions

2.21.4 TeamViewer AI-Powered Customer Service Platform 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-Powered Customer Service Platform Product and Solutions
- 2.22.4 Pega AI-Powered Customer Service Platform 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-Powered Customer Service Platform Product and Solutions
  - 2.23.4 Oracle AI-Powered Customer Service Platform 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-Powered Customer Service Platform Product and Solutions
  - 2.24.4 Salesforce AI-Powered Customer Service Platform 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-Powered Customer Service Platform Product and Solutions
  - 2.25.4 Glassbox AI-Powered Customer Service Platform 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-Powered Customer Service Platform Product and Solutions
  - 2.26.4 Zoho Corporation AI-Powered Customer Service Platform 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-Powered Customer Service Platform Product and Solutions

2.27.4 Arvato AI-Powered Customer Service Platform 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-Powered Customer Service Platform Product and Solutions

2.28.4 Forethought AI-Powered Customer Service Platform 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-Powered Customer Service Platform Revenue and Share by Players (2021-2026)

3.2 Market Share Analysis (2025)

3.2.1 Market Share of AI-Powered Customer Service Platform by Company Revenue

3.2.2 Top 3 AI-Powered Customer Service Platform Players Market Share in 2025

3.2.3 Top 6 AI-Powered Customer Service Platform Players Market Share in 2025

3.3 AI-Powered Customer Service Platform Market: Overall Company Footprint Analysis

3.3.1 AI-Powered Customer Service Platform Market: Region Footprint

3.3.2 AI-Powered Customer Service Platform Market: Company Product Type Footprint

3.3.3 AI-Powered Customer Service Platform 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-Powered Customer Service Platform Consumption Value and Market Share by Type (2021-2026)

4.2 Global AI-Powered Customer Service Platform Market Forecast by Type (2027-2032)

### **5 MARKET SIZE SEGMENT BY APPLICATION**

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

## 5.2 Global AI-Powered Customer Service Platform Market Forecast by Application (2027-2032)

### **6 NORTH AMERICA**

#### 6.1 North America AI-Powered Customer Service Platform Consumption Value by Type (2021-2032)

#### 6.2 North America AI-Powered Customer Service Platform Market Size by Application (2021-2032)

#### 6.3 North America AI-Powered Customer Service Platform Market Size by Country

##### 6.3.1 North America AI-Powered Customer Service Platform Consumption Value by Country (2021-2032)

##### 6.3.2 United States AI-Powered Customer Service Platform Market Size and Forecast (2021-2032)

##### 6.3.3 Canada AI-Powered Customer Service Platform Market Size and Forecast (2021-2032)

##### 6.3.4 Mexico AI-Powered Customer Service Platform Market Size and Forecast (2021-2032)

### **7 EUROPE**

#### 7.1 Europe AI-Powered Customer Service Platform Consumption Value by Type (2021-2032)

#### 7.2 Europe AI-Powered Customer Service Platform Consumption Value by Application (2021-2032)

#### 7.3 Europe AI-Powered Customer Service Platform Market Size by Country

##### 7.3.1 Europe AI-Powered Customer Service Platform Consumption Value by Country (2021-2032)

##### 7.3.2 Germany AI-Powered Customer Service Platform Market Size and Forecast (2021-2032)

##### 7.3.3 France AI-Powered Customer Service Platform Market Size and Forecast (2021-2032)

##### 7.3.4 United Kingdom AI-Powered Customer Service Platform Market Size and Forecast (2021-2032)

##### 7.3.5 Russia AI-Powered Customer Service Platform Market Size and Forecast (2021-2032)

##### 7.3.6 Italy AI-Powered Customer Service Platform Market Size and Forecast (2021-2032)

## **8 ASIA-PACIFIC**

8.1 Asia-Pacific AI-Powered Customer Service Platform Consumption Value by Type (2021-2032)

8.2 Asia-Pacific AI-Powered Customer Service Platform Consumption Value by Application (2021-2032)

8.3 Asia-Pacific AI-Powered Customer Service Platform Market Size by Region

8.3.1 Asia-Pacific AI-Powered Customer Service Platform Consumption Value by Region (2021-2032)

8.3.2 China AI-Powered Customer Service Platform Market Size and Forecast (2021-2032)

8.3.3 Japan AI-Powered Customer Service Platform Market Size and Forecast (2021-2032)

8.3.4 South Korea AI-Powered Customer Service Platform Market Size and Forecast (2021-2032)

8.3.5 India AI-Powered Customer Service Platform Market Size and Forecast (2021-2032)

8.3.6 Southeast Asia AI-Powered Customer Service Platform Market Size and Forecast (2021-2032)

8.3.7 Australia AI-Powered Customer Service Platform Market Size and Forecast (2021-2032)

## **9 SOUTH AMERICA**

9.1 South America AI-Powered Customer Service Platform Consumption Value by Type (2021-2032)

9.2 South America AI-Powered Customer Service Platform Consumption Value by Application (2021-2032)

9.3 South America AI-Powered Customer Service Platform Market Size by Country

9.3.1 South America AI-Powered Customer Service Platform Consumption Value by Country (2021-2032)

9.3.2 Brazil AI-Powered Customer Service Platform Market Size and Forecast (2021-2032)

9.3.3 Argentina AI-Powered Customer Service Platform Market Size and Forecast (2021-2032)

## **10 MIDDLE EAST & AFRICA**

10.1 Middle East & Africa AI-Powered Customer Service Platform Consumption Value

by Type (2021-2032)

10.2 Middle East & Africa AI-Powered Customer Service Platform Consumption Value

by Application (2021-2032)

10.3 Middle East & Africa AI-Powered Customer Service Platform Market Size by Country

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

10.3.2 Turkey AI-Powered Customer Service Platform Market Size and Forecast (2021-2032)

10.3.3 Saudi Arabia AI-Powered Customer Service Platform Market Size and Forecast (2021-2032)

10.3.4 UAE AI-Powered Customer Service Platform Market Size and Forecast (2021-2032)

## **11 MARKET DYNAMICS**

11.1 AI-Powered Customer Service Platform Market Drivers

11.2 AI-Powered Customer Service Platform Market Restraints

11.3 AI-Powered Customer Service Platform 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-Powered Customer Service Platform Industry Chain

12.2 AI-Powered Customer Service Platform Upstream Analysis

12.3 AI-Powered Customer Service Platform Midstream Analysis

12.4 AI-Powered Customer Service Platform 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-Powered Customer Service Platform Consumption Value by Type, (USD Million), 2021 & 2025 & 2032

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

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

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

Table 5. Global AI-Powered Customer Service Platform 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-Powered Customer Service Platform Product and Solutions

Table 9. Zendesk AI-Powered Customer Service Platform 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-Powered Customer Service Platform Product and Solutions

Table 14. Sprinklr Service AI-Powered Customer Service Platform 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-Powered Customer Service Platform Product and Solutions

Table 19. NICE AI-Powered Customer Service Platform 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-Powered Customer Service Platform Product and Solutions

Table 23. HubSpot AI-Powered Customer Service Platform 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-Powered Customer Service Platform Product and Solutions

Table 28. Groove AI-Powered Customer Service Platform 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-Powered Customer Service Platform Product and Solutions

Table 33. Kustomer AI-Powered Customer Service Platform 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-Powered Customer Service Platform Product and Solutions

Table 38. Re:amaze AI-Powered Customer Service Platform 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-Powered Customer Service Platform Product and Solutions

Table 43. Helpshift AI-Powered Customer Service Platform 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-Powered Customer Service Platform Product and Solutions

Table 48. Gladly AI-Powered Customer Service Platform 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-Powered Customer Service Platform Product and Solutions

Table 53. Freshworks AI-Powered Customer Service Platform 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-Powered Customer Service Platform Product and Solutions

Table 58. Gorgias AI-Powered Customer Service Platform 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-Powered Customer Service Platform Product and Solutions

Table 63. Helpwise AI-Powered Customer Service Platform 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-Powered Customer Service Platform Product and Solutions

Table 68. Qualtrics AI-Powered Customer Service Platform 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-Powered Customer Service Platform Product and Solutions

Table 73. RingCentral AI-Powered Customer Service Platform 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-Powered Customer Service Platform Product and Solutions

Table 78. LiveAgent AI-Powered Customer Service Platform 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-Powered Customer Service Platform Product and Solutions

Table 83. Help Scout AI-Powered Customer Service Platform 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-Powered Customer Service Platform Product and Solutions

Table 88. Olark AI-Powered Customer Service Platform 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-Powered Customer Service Platform Product and Solutions

Table 93. Intercom AI-Powered Customer Service Platform 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-Powered Customer Service Platform Product and Solutions

Table 98. HappyFox AI-Powered Customer Service Platform 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-Powered Customer Service Platform Product and  
Solutions

Table 103. Boss Solutions AI-Powered Customer Service Platform 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-Powered Customer Service Platform Product and Solutions

Table 108. TeamViewer AI-Powered Customer Service Platform 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-Powered Customer Service Platform Product and Solutions

Table 113. Pega AI-Powered Customer Service Platform 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-Powered Customer Service Platform Product and Solutions

Table 118. Oracle AI-Powered Customer Service Platform 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-Powered Customer Service Platform Product and Solutions

- Table 123. Salesforce AI-Powered Customer Service Platform 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-Powered Customer Service Platform Product and Solutions
- Table 128. Glassbox AI-Powered Customer Service Platform 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-Powered Customer Service Platform Product and Solutions
- Table 133. Zoho Corporation AI-Powered Customer Service Platform 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-Powered Customer Service Platform Product and Solutions
- Table 138. Arvato AI-Powered Customer Service Platform 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-Powered Customer Service Platform Product and Solutions
- Table 143. Forethought AI-Powered Customer Service Platform Revenue (USD Million), Gross Margin and Market Share (2021-2026)
- Table 144. Forethought Recent Developments and Future Plans
- Table 145. Global AI-Powered Customer Service Platform Revenue (USD Million) by Players (2021-2026)
- Table 146. Global AI-Powered Customer Service Platform Revenue Share by Players (2021-2026)
- Table 147. Breakdown of AI-Powered Customer Service Platform by Company Type (Tier 1, Tier 2, and Tier 3)
- Table 148. Market Position of Players in AI-Powered Customer Service Platform, (Tier 1, Tier 2, and Tier 3), Based on Revenue in 2025
- Table 149. Head Office of Key AI-Powered Customer Service Platform Players
- Table 150. AI-Powered Customer Service Platform Market: Company Product Type

## Footprint

Table 151. AI-Powered Customer Service Platform Market: Company Product

## Application Footprint

Table 152. AI-Powered Customer Service Platform New Market Entrants and Barriers to Market Entry

Table 153. AI-Powered Customer Service Platform Mergers, Acquisition, Agreements, and Collaborations

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Table 188. Middle East & Africa AI-Powered Customer Service Platform Consumption Value by Country (2027-2032) & (USD Million)

Table 189. Global Key Players of AI-Powered Customer Service Platform Upstream

(Raw Materials)

Table 190. Global AI-Powered Customer Service Platform Typical Customers

## List Of Figures

### LIST OF FIGURES

- Figure 1. AI-Powered Customer Service Platform Picture
- Figure 2. Global AI-Powered Customer Service Platform Consumption Value by Type, (USD Million), 2021 & 2025 & 2032
- Figure 3. Global AI-Powered Customer Service Platform Consumption Value Market Share by Type in 2025
- Figure 4. Cloud-Based
- Figure 5. On-premise
- Figure 6. Hybrid
- Figure 7. Global AI-Powered Customer Service Platform Consumption Value by Technical Architecture, (USD Million), 2021 & 2025 & 2032
- Figure 8. Global AI-Powered Customer Service Platform 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-Powered Customer Service Platform Consumption Value by Application, (USD Million), 2021 & 2025 & 2032
- Figure 14. AI-Powered Customer Service Platform Consumption Value Market Share by Application in 2025
- Figure 15. Large Enterprises Picture
- Figure 16. SMEs Picture
- Figure 17. Global AI-Powered Customer Service Platform Consumption Value, (USD Million): 2021 & 2025 & 2032
- Figure 18. Global AI-Powered Customer Service Platform Consumption Value and Forecast (2021-2032) & (USD Million)
- Figure 19. Global Market AI-Powered Customer Service Platform Consumption Value (USD Million) Comparison by Region (2021 VS 2025 VS 2032)
- Figure 20. Global AI-Powered Customer Service Platform Consumption Value Market Share by Region (2021-2032)
- Figure 21. Global AI-Powered Customer Service Platform Consumption Value Market Share by Region in 2025
- Figure 22. North America AI-Powered Customer Service Platform Consumption Value (2021-2032) & (USD Million)
- Figure 23. Europe AI-Powered Customer Service Platform Consumption Value

(2021-2032) & (USD Million)

Figure 24. Asia-Pacific AI-Powered Customer Service Platform Consumption Value

(2021-2032) & (USD Million)

Figure 25. South America AI-Powered Customer Service Platform Consumption Value

(2021-2032) & (USD Million)

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

Figure 27. Company Three Recent Developments and Future Plans

Figure 28. Global AI-Powered Customer Service Platform Revenue Share by Players in 2025

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

Figure 30. Market Share of AI-Powered Customer Service Platform by Player Revenue in 2025

Figure 31. Top 3 AI-Powered Customer Service Platform Players Market Share in 2025

Figure 32. Top 6 AI-Powered Customer Service Platform Players Market Share in 2025

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

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

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

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

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

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

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

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

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

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

Figure 43. Europe AI-Powered Customer Service Platform Consumption Value Market Share by Type (2021-2032)

Figure 44. Europe AI-Powered Customer Service Platform Consumption Value Market

Share by Application (2021-2032)

Figure 45. Europe AI-Powered Customer Service Platform Consumption Value Market Share by Country (2021-2032)

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Figure 71. AI-Powered Customer Service Platform Market Drivers

Figure 72. AI-Powered Customer Service Platform Market Restraints

Figure 73. AI-Powered Customer Service Platform Market Trends

Figure 74. Porters Five Forces Analysis

Figure 75. AI-Powered Customer Service Platform Industrial Chain

Figure 76. Methodology

Figure 77. Research Process and Data Source

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