

Global Contact Center AI Software Market 2024 by Company, Regions, Type and Application, Forecast to 2030

<https://marketpublishers.com/r/G97E67AECD65EN.html>

Date: December 2024

Pages: 133

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

ID: G97E67AECD65EN

Abstracts

According to our (Global Info Research) latest study, the global Contact Center AI Software market size was valued at USD million in 2023 and is forecast to a readjusted size of USD million by 2030 with a CAGR of % during review period.

Contact center software allows companies to manage a high volume of inbound and outbound customer communications across a range of channels. This includes call center solutions, which focus on managing and handling incoming calls based on the number called and an associated database of handling instructions. Contact Centers, and related call centers, are typically part of a company's overall customer relationship management (CRM) processes and strategy. Many products offer the ability to track and store individual caller data. As such, previous call histories can be accessed by the agent each time a customer calls. This can reduce call average handle time (AHT) and time spent manually entering customer data. Contact Center software is ideal for small, midsize, and large contact centers. It is used in a wide variety of industries. Many Contact Center products are now omni-channel, or multi-channel. These products are typically cloud-based and have expanded their capabilities beyond traditional call center activity. Omni-channel software has the capabilities to handle and integrate customer communications across all potential touchpoints and channels. These can include voice, VoIP, email, fax, video chat, SMS/text, and social media platforms.

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 1/79 of that of the United States.

The Global Info Research report includes an overview of the development of the Contact Center AI Software industry chain, the market status of Banking, Financial Services, and Insurance (BFSI) (Cloud-Based Type, On-Premise Type), Retail and Consumer Goods (Cloud-Based Type, On-Premise Type), and key enterprises in developed and developing market, and analysed the cutting-edge technology, patent, hot applications and market trends of Contact Center AI Software.

Regionally, the report analyzes the Contact Center AI Software markets in key regions. North America and Europe are experiencing steady growth, driven by government initiatives and increasing consumer awareness. Asia-Pacific, particularly China, leads the global Contact Center AI Software market, with robust domestic demand, supportive policies, and a strong manufacturing base.

Key Features:

The report presents comprehensive understanding of the Contact Center AI Software market. It provides a holistic view of the industry, as well as detailed insights into individual components and stakeholders. The report analysis market dynamics, trends, challenges, and opportunities within the Contact Center AI Software industry.

The report involves analyzing the market at a macro level:

Market Sizing and Segmentation: Report collect data on the overall market size, including the revenue generated, and market share of different by Type (e.g., Cloud-Based Type, On-Premise Type).

Industry Analysis: Report analyse the broader industry trends, such as government policies and regulations, technological advancements, consumer preferences, and market dynamics. This analysis helps in understanding the key drivers and challenges

influencing the Contact Center AI Software market.

Regional Analysis: The report involves examining the Contact Center AI Software market at a regional or national level. Report analyses regional factors such as government incentives, infrastructure development, economic conditions, and consumer behaviour to identify variations and opportunities within different markets.

Market Projections: Report covers the gathered data and analysis to make future projections and forecasts for the Contact Center AI Software market. This may include estimating market growth rates, predicting market demand, and identifying emerging trends.

The report also involves a more granular approach to Contact Center AI Software:

Company Analysis: Report covers individual Contact Center AI Software players, suppliers, and other relevant industry players. This analysis includes studying their financial performance, market positioning, product portfolios, partnerships, and strategies.

Consumer Analysis: Report covers data on consumer behaviour, preferences, and attitudes towards Contact Center AI Software. This may involve surveys, interviews, and analysis of consumer reviews and feedback from different by Application (Banking, Financial Services, and Insurance (BFSI), Retail and Consumer Goods).

Technology Analysis: Report covers specific technologies relevant to Contact Center AI Software. It assesses the current state, advancements, and potential future developments in Contact Center AI Software areas.

Competitive Landscape: By analyzing individual companies, suppliers, and consumers, the report presents insights into the competitive landscape of the Contact Center AI Software market. This analysis helps understand market share, competitive advantages, and potential areas for differentiation among industry players.

Market Validation: The report involves validating findings and projections through primary research, such as surveys, interviews, and focus groups.

Market Segmentation

Contact Center AI Software market is split by Type and by Application. For the period

2019-2030, the growth among segments provides accurate calculations and forecasts for consumption value by Type, and by Application in terms of value.

Market segment by Type

Cloud-Based Type

On-Premise Type

Market segment by Application

Banking, Financial Services, and Insurance (BFSI)

Retail and Consumer Goods

IT and Telecom

Healthcare

Travel and Hospitality

Government

Media and Entertainment

Others

Market segment by players, this report covers

Oracle Corporation

SAP SE

Alcatel-Lucent Enterprise

Avaya

Mitel

Nextiva

VoIP Logic

Asterisk

Elastix

NEC

RingCentral

Five9

NICE in Contact

Aspect

8x8

Inteliwise

Cisco Systems

Market segment by regions, regional analysis covers

North America (United States, Canada, and Mexico)

Europe (Germany, France, UK, Russia, Italy, and Rest of Europe)

Asia-Pacific (China, Japan, South Korea, India, Southeast Asia, Australia and Rest of Asia-Pacific)

South America (Brazil, Argentina and Rest of South America)

Middle East & Africa (Turkey, Saudi Arabia, UAE, Rest of Middle East & Africa)

The content of the study subjects, includes a total of 13 chapters:

Chapter 1, to describe Contact Center AI Software product scope, market overview, market estimation caveats and base year.

Chapter 2, to profile the top players of Contact Center AI Software, with revenue, gross margin and global market share of Contact Center AI Software from 2019 to 2024.

Chapter 3, the Contact Center AI Software competitive situation, revenue and global market share of top players are analyzed emphatically by landscape contrast.

Chapter 4 and 5, to segment the market size by Type and application, with consumption value and growth rate by Type, application, from 2019 to 2030.

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 2019 to 2024. and Contact Center AI Software market forecast, by regions, type and application, with consumption value, from 2025 to 2030.

Chapter 11, market dynamics, drivers, restraints, trends and Porters Five Forces analysis.

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

Chapter 13, to describe Contact Center AI Software research findings and conclusion.

Contents

1 MARKET OVERVIEW

1.1 Product Overview and Scope of Contact Center AI Software

1.2 Market Estimation Caveats and Base Year

1.3 Classification of Contact Center AI Software by Type

1.3.1 Overview: Global Contact Center AI Software Market Size by Type: 2019 Versus 2023 Versus 2030

1.3.2 Global Contact Center AI Software Consumption Value Market Share by Type in 2023

1.3.3 Cloud-Based Type

1.3.4 On-Premise Type

1.4 Global Contact Center AI Software Market by Application

1.4.1 Overview: Global Contact Center AI Software Market Size by Application: 2019 Versus 2023 Versus 2030

1.4.2 Banking, Financial Services, and Insurance (BFSI)

1.4.3 Retail and Consumer Goods

1.4.4 IT and Telecom

1.4.5 Healthcare

1.4.6 Travel and Hospitality

1.4.7 Government

1.4.8 Media and Entertainment

1.4.9 Others

1.5 Global Contact Center AI Software Market Size & Forecast

1.6 Global Contact Center AI Software Market Size and Forecast by Region

1.6.1 Global Contact Center AI Software Market Size by Region: 2019 VS 2023 VS 2030

1.6.2 Global Contact Center AI Software Market Size by Region, (2019-2030)

1.6.3 North America Contact Center AI Software Market Size and Prospect (2019-2030)

1.6.4 Europe Contact Center AI Software Market Size and Prospect (2019-2030)

1.6.5 Asia-Pacific Contact Center AI Software Market Size and Prospect (2019-2030)

1.6.6 South America Contact Center AI Software Market Size and Prospect (2019-2030)

1.6.7 Middle East and Africa Contact Center AI Software Market Size and Prospect (2019-2030)

2 COMPANY PROFILES

2.1 Oracle Corporation

2.1.1 Oracle Corporation Details

2.1.2 Oracle Corporation Major Business

2.1.3 Oracle Corporation Contact Center AI Software Product and Solutions

2.1.4 Oracle Corporation Contact Center AI Software Revenue, Gross Margin and Market Share (2019-2024)

2.1.5 Oracle Corporation Recent Developments and Future Plans

2.2 SAP SE

2.2.1 SAP SE Details

2.2.2 SAP SE Major Business

2.2.3 SAP SE Contact Center AI Software Product and Solutions

2.2.4 SAP SE Contact Center AI Software Revenue, Gross Margin and Market Share (2019-2024)

2.2.5 SAP SE Recent Developments and Future Plans

2.3 Alcatel-Lucent Enterprise

2.3.1 Alcatel-Lucent Enterprise Details

2.3.2 Alcatel-Lucent Enterprise Major Business

2.3.3 Alcatel-Lucent Enterprise Contact Center AI Software Product and Solutions

2.3.4 Alcatel-Lucent Enterprise Contact Center AI Software Revenue, Gross Margin and Market Share (2019-2024)

2.3.5 Alcatel-Lucent Enterprise Recent Developments and Future Plans

2.4 Avaya

2.4.1 Avaya Details

2.4.2 Avaya Major Business

2.4.3 Avaya Contact Center AI Software Product and Solutions

2.4.4 Avaya Contact Center AI Software Revenue, Gross Margin and Market Share (2019-2024)

2.4.5 Avaya Recent Developments and Future Plans

2.5 Mitel

2.5.1 Mitel Details

2.5.2 Mitel Major Business

2.5.3 Mitel Contact Center AI Software Product and Solutions

2.5.4 Mitel Contact Center AI Software Revenue, Gross Margin and Market Share (2019-2024)

2.5.5 Mitel Recent Developments and Future Plans

2.6 Nextiva

2.6.1 Nextiva Details

2.6.2 Nextiva Major Business

- 2.6.3 Nextiva Contact Center AI Software Product and Solutions
- 2.6.4 Nextiva Contact Center AI Software Revenue, Gross Margin and Market Share (2019-2024)
- 2.6.5 Nextiva Recent Developments and Future Plans
- 2.7 VoIP Logic
 - 2.7.1 VoIP Logic Details
 - 2.7.2 VoIP Logic Major Business
 - 2.7.3 VoIP Logic Contact Center AI Software Product and Solutions
 - 2.7.4 VoIP Logic Contact Center AI Software Revenue, Gross Margin and Market Share (2019-2024)
 - 2.7.5 VoIP Logic Recent Developments and Future Plans
- 2.8 Asterisk
 - 2.8.1 Asterisk Details
 - 2.8.2 Asterisk Major Business
 - 2.8.3 Asterisk Contact Center AI Software Product and Solutions
 - 2.8.4 Asterisk Contact Center AI Software Revenue, Gross Margin and Market Share (2019-2024)
 - 2.8.5 Asterisk Recent Developments and Future Plans
- 2.9 Elastix
 - 2.9.1 Elastix Details
 - 2.9.2 Elastix Major Business
 - 2.9.3 Elastix Contact Center AI Software Product and Solutions
 - 2.9.4 Elastix Contact Center AI Software Revenue, Gross Margin and Market Share (2019-2024)
 - 2.9.5 Elastix Recent Developments and Future Plans
- 2.10 NEC
 - 2.10.1 NEC Details
 - 2.10.2 NEC Major Business
 - 2.10.3 NEC Contact Center AI Software Product and Solutions
 - 2.10.4 NEC Contact Center AI Software Revenue, Gross Margin and Market Share (2019-2024)
 - 2.10.5 NEC Recent Developments and Future Plans
- 2.11 RingCentral
 - 2.11.1 RingCentral Details
 - 2.11.2 RingCentral Major Business
 - 2.11.3 RingCentral Contact Center AI Software Product and Solutions
 - 2.11.4 RingCentral Contact Center AI Software Revenue, Gross Margin and Market Share (2019-2024)
 - 2.11.5 RingCentral Recent Developments and Future Plans

2.12 Five9

2.12.1 Five9 Details

2.12.2 Five9 Major Business

2.12.3 Five9 Contact Center AI Software Product and Solutions

2.12.4 Five9 Contact Center AI Software Revenue, Gross Margin and Market Share (2019-2024)

2.12.5 Five9 Recent Developments and Future Plans

2.13 NICE in Contact

2.13.1 NICE in Contact Details

2.13.2 NICE in Contact Major Business

2.13.3 NICE in Contact Contact Center AI Software Product and Solutions

2.13.4 NICE in Contact Contact Center AI Software Revenue, Gross Margin and Market Share (2019-2024)

2.13.5 NICE in Contact Recent Developments and Future Plans

2.14 Aspect

2.14.1 Aspect Details

2.14.2 Aspect Major Business

2.14.3 Aspect Contact Center AI Software Product and Solutions

2.14.4 Aspect Contact Center AI Software Revenue, Gross Margin and Market Share (2019-2024)

2.14.5 Aspect Recent Developments and Future Plans

2.15 8x8

2.15.1 8x8 Details

2.15.2 8x8 Major Business

2.15.3 8x8 Contact Center AI Software Product and Solutions

2.15.4 8x8 Contact Center AI Software Revenue, Gross Margin and Market Share (2019-2024)

2.15.5 8x8 Recent Developments and Future Plans

2.16 Inteliwise

2.16.1 Inteliwise Details

2.16.2 Inteliwise Major Business

2.16.3 Inteliwise Contact Center AI Software Product and Solutions

2.16.4 Inteliwise Contact Center AI Software Revenue, Gross Margin and Market Share (2019-2024)

2.16.5 Inteliwise Recent Developments and Future Plans

2.17 Cisco Systems

2.17.1 Cisco Systems Details

2.17.2 Cisco Systems Major Business

2.17.3 Cisco Systems Contact Center AI Software Product and Solutions

2.17.4 Cisco Systems Contact Center AI Software Revenue, Gross Margin and Market Share (2019-2024)

2.17.5 Cisco Systems Recent Developments and Future Plans

3 MARKET COMPETITION, BY PLAYERS

3.1 Global Contact Center AI Software Revenue and Share by Players (2019-2024)

3.2 Market Share Analysis (2023)

3.2.1 Market Share of Contact Center AI Software by Company Revenue

3.2.2 Top 3 Contact Center AI Software Players Market Share in 2023

3.2.3 Top 6 Contact Center AI Software Players Market Share in 2023

3.3 Contact Center AI Software Market: Overall Company Footprint Analysis

3.3.1 Contact Center AI Software Market: Region Footprint

3.3.2 Contact Center AI Software Market: Company Product Type Footprint

3.3.3 Contact Center AI Software 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 Contact Center AI Software Consumption Value and Market Share by Type (2019-2024)

4.2 Global Contact Center AI Software Market Forecast by Type (2025-2030)

5 MARKET SIZE SEGMENT BY APPLICATION

5.1 Global Contact Center AI Software Consumption Value Market Share by Application (2019-2024)

5.2 Global Contact Center AI Software Market Forecast by Application (2025-2030)

6 NORTH AMERICA

6.1 North America Contact Center AI Software Consumption Value by Type (2019-2030)

6.2 North America Contact Center AI Software Consumption Value by Application (2019-2030)

6.3 North America Contact Center AI Software Market Size by Country

6.3.1 North America Contact Center AI Software Consumption Value by Country (2019-2030)

6.3.2 United States Contact Center AI Software Market Size and Forecast (2019-2030)

6.3.3 Canada Contact Center AI Software Market Size and Forecast (2019-2030)

6.3.4 Mexico Contact Center AI Software Market Size and Forecast (2019-2030)

7 EUROPE

7.1 Europe Contact Center AI Software Consumption Value by Type (2019-2030)

7.2 Europe Contact Center AI Software Consumption Value by Application (2019-2030)

7.3 Europe Contact Center AI Software Market Size by Country

7.3.1 Europe Contact Center AI Software Consumption Value by Country (2019-2030)

7.3.2 Germany Contact Center AI Software Market Size and Forecast (2019-2030)

7.3.3 France Contact Center AI Software Market Size and Forecast (2019-2030)

7.3.4 United Kingdom Contact Center AI Software Market Size and Forecast (2019-2030)

7.3.5 Russia Contact Center AI Software Market Size and Forecast (2019-2030)

7.3.6 Italy Contact Center AI Software Market Size and Forecast (2019-2030)

8 ASIA-PACIFIC

8.1 Asia-Pacific Contact Center AI Software Consumption Value by Type (2019-2030)

8.2 Asia-Pacific Contact Center AI Software Consumption Value by Application (2019-2030)

8.3 Asia-Pacific Contact Center AI Software Market Size by Region

8.3.1 Asia-Pacific Contact Center AI Software Consumption Value by Region (2019-2030)

8.3.2 China Contact Center AI Software Market Size and Forecast (2019-2030)

8.3.3 Japan Contact Center AI Software Market Size and Forecast (2019-2030)

8.3.4 South Korea Contact Center AI Software Market Size and Forecast (2019-2030)

8.3.5 India Contact Center AI Software Market Size and Forecast (2019-2030)

8.3.6 Southeast Asia Contact Center AI Software Market Size and Forecast (2019-2030)

8.3.7 Australia Contact Center AI Software Market Size and Forecast (2019-2030)

9 SOUTH AMERICA

9.1 South America Contact Center AI Software Consumption Value by Type (2019-2030)

9.2 South America Contact Center AI Software Consumption Value by Application (2019-2030)

9.3 South America Contact Center AI Software Market Size by Country

9.3.1 South America Contact Center AI Software Consumption Value by Country (2019-2030)

9.3.2 Brazil Contact Center AI Software Market Size and Forecast (2019-2030)

9.3.3 Argentina Contact Center AI Software Market Size and Forecast (2019-2030)

10 MIDDLE EAST & AFRICA

10.1 Middle East & Africa Contact Center AI Software Consumption Value by Type (2019-2030)

10.2 Middle East & Africa Contact Center AI Software Consumption Value by Application (2019-2030)

10.3 Middle East & Africa Contact Center AI Software Market Size by Country

10.3.1 Middle East & Africa Contact Center AI Software Consumption Value by Country (2019-2030)

10.3.2 Turkey Contact Center AI Software Market Size and Forecast (2019-2030)

10.3.3 Saudi Arabia Contact Center AI Software Market Size and Forecast (2019-2030)

10.3.4 UAE Contact Center AI Software Market Size and Forecast (2019-2030)

11 MARKET DYNAMICS

11.1 Contact Center AI Software Market Drivers

11.2 Contact Center AI Software Market Restraints

11.3 Contact Center AI Software 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 Contact Center AI Software Industry Chain

12.2 Contact Center AI Software Upstream Analysis

12.3 Contact Center AI Software Midstream Analysis

12.4 Contact Center AI Software 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 Contact Center AI Software Consumption Value by Type, (USD Million), 2019 & 2023 & 2030

Table 2. Global Contact Center AI Software Consumption Value by Application, (USD Million), 2019 & 2023 & 2030

Table 3. Global Contact Center AI Software Consumption Value by Region (2019-2024) & (USD Million)

Table 4. Global Contact Center AI Software Consumption Value by Region (2025-2030) & (USD Million)

Table 5. Oracle Corporation Company Information, Head Office, and Major Competitors

Table 6. Oracle Corporation Major Business

Table 7. Oracle Corporation Contact Center AI Software Product and Solutions

Table 8. Oracle Corporation Contact Center AI Software Revenue (USD Million), Gross Margin and Market Share (2019-2024)

Table 9. Oracle Corporation Recent Developments and Future Plans

Table 10. SAP SE Company Information, Head Office, and Major Competitors

Table 11. SAP SE Major Business

Table 12. SAP SE Contact Center AI Software Product and Solutions

Table 13. SAP SE Contact Center AI Software Revenue (USD Million), Gross Margin and Market Share (2019-2024)

Table 14. SAP SE Recent Developments and Future Plans

Table 15. Alcatel-Lucent Enterprise Company Information, Head Office, and Major Competitors

Table 16. Alcatel-Lucent Enterprise Major Business

Table 17. Alcatel-Lucent Enterprise Contact Center AI Software Product and Solutions

Table 18. Alcatel-Lucent Enterprise Contact Center AI Software Revenue (USD Million), Gross Margin and Market Share (2019-2024)

Table 19. Alcatel-Lucent Enterprise Recent Developments and Future Plans

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

Table 21. Avaya Major Business

Table 22. Avaya Contact Center AI Software Product and Solutions

Table 23. Avaya Contact Center AI Software Revenue (USD Million), Gross Margin and Market Share (2019-2024)

Table 24. Avaya Recent Developments and Future Plans

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

Table 26. Mitel Major Business

Table 27. Mitel Contact Center AI Software Product and Solutions
Table 28. Mitel Contact Center AI Software Revenue (USD Million), Gross Margin and Market Share (2019-2024)
Table 29. Mitel Recent Developments and Future Plans
Table 30. Nextiva Company Information, Head Office, and Major Competitors
Table 31. Nextiva Major Business
Table 32. Nextiva Contact Center AI Software Product and Solutions
Table 33. Nextiva Contact Center AI Software Revenue (USD Million), Gross Margin and Market Share (2019-2024)
Table 34. Nextiva Recent Developments and Future Plans
Table 35. VoIP Logic Company Information, Head Office, and Major Competitors
Table 36. VoIP Logic Major Business
Table 37. VoIP Logic Contact Center AI Software Product and Solutions
Table 38. VoIP Logic Contact Center AI Software Revenue (USD Million), Gross Margin and Market Share (2019-2024)
Table 39. VoIP Logic Recent Developments and Future Plans
Table 40. Asterisk Company Information, Head Office, and Major Competitors
Table 41. Asterisk Major Business
Table 42. Asterisk Contact Center AI Software Product and Solutions
Table 43. Asterisk Contact Center AI Software Revenue (USD Million), Gross Margin and Market Share (2019-2024)
Table 44. Asterisk Recent Developments and Future Plans
Table 45. Elastix Company Information, Head Office, and Major Competitors
Table 46. Elastix Major Business
Table 47. Elastix Contact Center AI Software Product and Solutions
Table 48. Elastix Contact Center AI Software Revenue (USD Million), Gross Margin and Market Share (2019-2024)
Table 49. Elastix Recent Developments and Future Plans
Table 50. NEC Company Information, Head Office, and Major Competitors
Table 51. NEC Major Business
Table 52. NEC Contact Center AI Software Product and Solutions
Table 53. NEC Contact Center AI Software Revenue (USD Million), Gross Margin and Market Share (2019-2024)
Table 54. NEC Recent Developments and Future Plans
Table 55. RingCentral Company Information, Head Office, and Major Competitors
Table 56. RingCentral Major Business
Table 57. RingCentral Contact Center AI Software Product and Solutions
Table 58. RingCentral Contact Center AI Software Revenue (USD Million), Gross Margin and Market Share (2019-2024)

Table 59. RingCentral Recent Developments and Future Plans
Table 60. Five9 Company Information, Head Office, and Major Competitors
Table 61. Five9 Major Business
Table 62. Five9 Contact Center AI Software Product and Solutions
Table 63. Five9 Contact Center AI Software Revenue (USD Million), Gross Margin and Market Share (2019-2024)
Table 64. Five9 Recent Developments and Future Plans
Table 65. NICE in Contact Company Information, Head Office, and Major Competitors
Table 66. NICE in Contact Major Business
Table 67. NICE in Contact Contact Center AI Software Product and Solutions
Table 68. NICE in Contact Contact Center AI Software Revenue (USD Million), Gross Margin and Market Share (2019-2024)
Table 69. NICE in Contact Recent Developments and Future Plans
Table 70. Aspect Company Information, Head Office, and Major Competitors
Table 71. Aspect Major Business
Table 72. Aspect Contact Center AI Software Product and Solutions
Table 73. Aspect Contact Center AI Software Revenue (USD Million), Gross Margin and Market Share (2019-2024)
Table 74. Aspect Recent Developments and Future Plans
Table 75. 8x8 Company Information, Head Office, and Major Competitors
Table 76. 8x8 Major Business
Table 77. 8x8 Contact Center AI Software Product and Solutions
Table 78. 8x8 Contact Center AI Software Revenue (USD Million), Gross Margin and Market Share (2019-2024)
Table 79. 8x8 Recent Developments and Future Plans
Table 80. Inteliwise Company Information, Head Office, and Major Competitors
Table 81. Inteliwise Major Business
Table 82. Inteliwise Contact Center AI Software Product and Solutions
Table 83. Inteliwise Contact Center AI Software Revenue (USD Million), Gross Margin and Market Share (2019-2024)
Table 84. Inteliwise Recent Developments and Future Plans
Table 85. Cisco Systems Company Information, Head Office, and Major Competitors
Table 86. Cisco Systems Major Business
Table 87. Cisco Systems Contact Center AI Software Product and Solutions
Table 88. Cisco Systems Contact Center AI Software Revenue (USD Million), Gross Margin and Market Share (2019-2024)
Table 89. Cisco Systems Recent Developments and Future Plans
Table 90. Global Contact Center AI Software Revenue (USD Million) by Players (2019-2024)

Table 91. Global Contact Center AI Software Revenue Share by Players (2019-2024)

Table 92. Breakdown of Contact Center AI Software by Company Type (Tier 1, Tier 2, and Tier 3)

Table 93. Market Position of Players in Contact Center AI Software, (Tier 1, Tier 2, and Tier 3), Based on Revenue in 2023

Table 94. Head Office of Key Contact Center AI Software Players

Table 95. Contact Center AI Software Market: Company Product Type Footprint

Table 96. Contact Center AI Software Market: Company Product Application Footprint

Table 97. Contact Center AI Software New Market Entrants and Barriers to Market Entry

Table 98. Contact Center AI Software Mergers, Acquisition, Agreements, and Collaborations

Table 99. Global Contact Center AI Software Consumption Value (USD Million) by Type (2019-2024)

Table 100. Global Contact Center AI Software Consumption Value Share by Type (2019-2024)

Table 101. Global Contact Center AI Software Consumption Value Forecast by Type (2025-2030)

Table 102. Global Contact Center AI Software Consumption Value by Application (2019-2024)

Table 103. Global Contact Center AI Software Consumption Value Forecast by Application (2025-2030)

Table 104. North America Contact Center AI Software Consumption Value by Type (2019-2024) & (USD Million)

Table 105. North America Contact Center AI Software Consumption Value by Type (2025-2030) & (USD Million)

Table 106. North America Contact Center AI Software Consumption Value by Application (2019-2024) & (USD Million)

Table 107. North America Contact Center AI Software Consumption Value by Application (2025-2030) & (USD Million)

Table 108. North America Contact Center AI Software Consumption Value by Country (2019-2024) & (USD Million)

Table 109. North America Contact Center AI Software Consumption Value by Country (2025-2030) & (USD Million)

Table 110. Europe Contact Center AI Software Consumption Value by Type (2019-2024) & (USD Million)

Table 111. Europe Contact Center AI Software Consumption Value by Type (2025-2030) & (USD Million)

Table 112. Europe Contact Center AI Software Consumption Value by Application

(2019-2024) & (USD Million)

Table 113. Europe Contact Center AI Software Consumption Value by Application

(2025-2030) & (USD Million)

Table 114. Europe Contact Center AI Software Consumption Value by Country

(2019-2024) & (USD Million)

Table 115. Europe Contact Center AI Software Consumption Value by Country

(2025-2030) & (USD Million)

Table 116. Asia-Pacific Contact Center AI Software Consumption Value by Type

(2019-2024) & (USD Million)

Table 117. Asia-Pacific Contact Center AI Software Consumption Value by Type

(2025-2030) & (USD Million)

Table 118. Asia-Pacific Contact Center AI Software Consumption Value by Application

(2019-2024) & (USD Million)

Table 119. Asia-Pacific Contact Center AI Software Consumption Value by Application

(2025-2030) & (USD Million)

Table 120. Asia-Pacific Contact Center AI Software Consumption Value by Region

(2019-2024) & (USD Million)

Table 121. Asia-Pacific Contact Center AI Software Consumption Value by Region

(2025-2030) & (USD Million)

Table 122. South America Contact Center AI Software Consumption Value by Type

(2019-2024) & (USD Million)

Table 123. South America Contact Center AI Software Consumption Value by Type

(2025-2030) & (USD Million)

Table 124. South America Contact Center AI Software Consumption Value by
Application (2019-2024) & (USD Million)

Table 125. South America Contact Center AI Software Consumption Value by
Application (2025-2030) & (USD Million)

Table 126. South America Contact Center AI Software Consumption Value by Country
(2019-2024) & (USD Million)

Table 127. South America Contact Center AI Software Consumption Value by Country
(2025-2030) & (USD Million)

Table 128. Middle East & Africa Contact Center AI Software Consumption Value by
Type (2019-2024) & (USD Million)

Table 129. Middle East & Africa Contact Center AI Software Consumption Value by
Type (2025-2030) & (USD Million)

Table 130. Middle East & Africa Contact Center AI Software Consumption Value by
Application (2019-2024) & (USD Million)

Table 131. Middle East & Africa Contact Center AI Software Consumption Value by
Application (2025-2030) & (USD Million)

Table 132. Middle East & Africa Contact Center AI Software Consumption Value by Country (2019-2024) & (USD Million)

Table 133. Middle East & Africa Contact Center AI Software Consumption Value by Country (2025-2030) & (USD Million)

Table 134. Contact Center AI Software Raw Material

Table 135. Key Suppliers of Contact Center AI Software Raw Materials

List Of Figures

LIST OF FIGURES

- Figure 1. Contact Center AI Software Picture
- Figure 2. Global Contact Center AI Software Consumption Value by Type, (USD Million), 2019 & 2023 & 2030
- Figure 3. Global Contact Center AI Software Consumption Value Market Share by Type in 2023
- Figure 4. Cloud-Based Type
- Figure 5. On-Premise Type
- Figure 6. Global Contact Center AI Software Consumption Value by Type, (USD Million), 2019 & 2023 & 2030
- Figure 7. Contact Center AI Software Consumption Value Market Share by Application in 2023
- Figure 8. Banking, Financial Services, and Insurance (BFSI) Picture
- Figure 9. Retail and Consumer Goods Picture
- Figure 10. IT and Telecom Picture
- Figure 11. Healthcare Picture
- Figure 12. Travel and Hospitality Picture
- Figure 13. Government Picture
- Figure 14. Media and Entertainment Picture
- Figure 15. Others Picture
- Figure 16. Global Contact Center AI Software Consumption Value, (USD Million): 2019 & 2023 & 2030
- Figure 17. Global Contact Center AI Software Consumption Value and Forecast (2019-2030) & (USD Million)
- Figure 18. Global Market Contact Center AI Software Consumption Value (USD Million) Comparison by Region (2019 & 2023 & 2030)
- Figure 19. Global Contact Center AI Software Consumption Value Market Share by Region (2019-2030)
- Figure 20. Global Contact Center AI Software Consumption Value Market Share by Region in 2023
- Figure 21. North America Contact Center AI Software Consumption Value (2019-2030) & (USD Million)
- Figure 22. Europe Contact Center AI Software Consumption Value (2019-2030) & (USD Million)
- Figure 23. Asia-Pacific Contact Center AI Software Consumption Value (2019-2030) & (USD Million)

Figure 24. South America Contact Center AI Software Consumption Value (2019-2030) & (USD Million)

Figure 25. Middle East and Africa Contact Center AI Software Consumption Value (2019-2030) & (USD Million)

Figure 26. Global Contact Center AI Software Revenue Share by Players in 2023

Figure 27. Contact Center AI Software Market Share by Company Type (Tier 1, Tier 2 and Tier 3) in 2023

Figure 28. Global Top 3 Players Contact Center AI Software Market Share in 2023

Figure 29. Global Top 6 Players Contact Center AI Software Market Share in 2023

Figure 30. Global Contact Center AI Software Consumption Value Share by Type (2019-2024)

Figure 31. Global Contact Center AI Software Market Share Forecast by Type (2025-2030)

Figure 32. Global Contact Center AI Software Consumption Value Share by Application (2019-2024)

Figure 33. Global Contact Center AI Software Market Share Forecast by Application (2025-2030)

Figure 34. North America Contact Center AI Software Consumption Value Market Share by Type (2019-2030)

Figure 35. North America Contact Center AI Software Consumption Value Market Share by Application (2019-2030)

Figure 36. North America Contact Center AI Software Consumption Value Market Share by Country (2019-2030)

Figure 37. United States Contact Center AI Software Consumption Value (2019-2030) & (USD Million)

Figure 38. Canada Contact Center AI Software Consumption Value (2019-2030) & (USD Million)

Figure 39. Mexico Contact Center AI Software Consumption Value (2019-2030) & (USD Million)

Figure 40. Europe Contact Center AI Software Consumption Value Market Share by Type (2019-2030)

Figure 41. Europe Contact Center AI Software Consumption Value Market Share by Application (2019-2030)

Figure 42. Europe Contact Center AI Software Consumption Value Market Share by Country (2019-2030)

Figure 43. Germany Contact Center AI Software Consumption Value (2019-2030) & (USD Million)

Figure 44. France Contact Center AI Software Consumption Value (2019-2030) & (USD Million)

Figure 45. United Kingdom Contact Center AI Software Consumption Value (2019-2030) & (USD Million)

Figure 46. Russia Contact Center AI Software Consumption Value (2019-2030) & (USD Million)

Figure 47. Italy Contact Center AI Software Consumption Value (2019-2030) & (USD Million)

Figure 48. Asia-Pacific Contact Center AI Software Consumption Value Market Share by Type (2019-2030)

Figure 49. Asia-Pacific Contact Center AI Software Consumption Value Market Share by Application (2019-2030)

Figure 50. Asia-Pacific Contact Center AI Software Consumption Value Market Share by Region (2019-2030)

Figure 51. China Contact Center AI Software Consumption Value (2019-2030) & (USD Million)

Figure 52. Japan Contact Center AI Software Consumption Value (2019-2030) & (USD Million)

Figure 53. South Korea Contact Center AI Software Consumption Value (2019-2030) & (USD Million)

Figure 54. India Contact Center AI Software Consumption Value (2019-2030) & (USD Million)

Figure 55. Southeast Asia Contact Center AI Software Consumption Value (2019-2030) & (USD Million)

Figure 56. Australia Contact Center AI Software Consumption Value (2019-2030) & (USD Million)

Figure 57. South America Contact Center AI Software Consumption Value Market Share by Type (2019-2030)

Figure 58. South America Contact Center AI Software Consumption Value Market Share by Application (2019-2030)

Figure 59. South America Contact Center AI Software Consumption Value Market Share by Country (2019-2030)

Figure 60. Brazil Contact Center AI Software Consumption Value (2019-2030) & (USD Million)

Figure 61. Argentina Contact Center AI Software Consumption Value (2019-2030) & (USD Million)

Figure 62. Middle East and Africa Contact Center AI Software Consumption Value Market Share by Type (2019-2030)

Figure 63. Middle East and Africa Contact Center AI Software Consumption Value Market Share by Application (2019-2030)

Figure 64. Middle East and Africa Contact Center AI Software Consumption Value

Market Share by Country (2019-2030)

Figure 65. Turkey Contact Center AI Software Consumption Value (2019-2030) & (USD Million)

Figure 66. Saudi Arabia Contact Center AI Software Consumption Value (2019-2030) & (USD Million)

Figure 67. UAE Contact Center AI Software Consumption Value (2019-2030) & (USD Million)

Figure 68. Contact Center AI Software Market Drivers

Figure 69. Contact Center AI Software Market Restraints

Figure 70. Contact Center AI Software Market Trends

Figure 71. Porters Five Forces Analysis

Figure 72. Manufacturing Cost Structure Analysis of Contact Center AI Software in 2023

Figure 73. Manufacturing Process Analysis of Contact Center AI Software

Figure 74. Contact Center AI Software Industrial Chain

Figure 75. Methodology

Figure 76. Research Process and Data Source

I would like to order

Product name: Global Contact Center AI Software Market 2024 by Company, Regions, Type and Application, Forecast to 2030

Product link: <https://marketpublishers.com/r/G97E67AECD65EN.html>

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

If you want to order Corporate License or Hard Copy, please, contact our Customer Service:

info@marketpublishers.com

Payment

To pay by Credit Card (Visa, MasterCard, American Express, PayPal), please, click button on product page <https://marketpublishers.com/r/G97E67AECD65EN.html>