

Global Conversation Intelligence Platform Market 2024 by Company, Regions, Type and Application, Forecast to 2030

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Abstracts

According to our (Global Info Research) latest study, the global Conversation Intelligence Platform market size was valued at USD 1022.3 million in 2023 and is forecast to a readjusted size of USD 5262.9 million by 2030 with a CAGR of 26.4% during review period.

Conversation Intelligence platforms leverage artificial intelligence, primarily in the forms of machine learning and natural language processing, to extract data from business call recordings.

The call recordings are then pulled into the CI software platform which analyzes and transcribes the conversation. The software identifies who is speaking, when they speak, important keywords and phrases, and pauses in the conversation. All of this is then used to process additional data and determine action items.

The top 5 participants in the conversation intelligence platform market are going.io, Chorus. ai (AffectLayer), SalesLoft, CallRail, and Revenue.io, accounting for about 40% of the market share. North America is the largest market, with a share about 38%, followed by Asia Pacific and Europe with the share about 28% and 18%. At present, the intelligent dialogue analysis market mainly takes cloud based as the main product, accounting for about 75% of the market. Its main application areas are large enterprises, with a market share of about 60%.

The Global Info Research report includes an overview of the development of the Conversation Intelligence Platform industry chain, the market status of Small and Medium Enterprises (SMEs) (Cloud Based, On-premises), Large Enterprises (Cloud

Based, On-premises), and key enterprises in developed and developing market, and analysed the cutting-edge technology, patent, hot applications and market trends of Conversation Intelligence Platform.

Regionally, the report analyzes the Conversation Intelligence Platform 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 Conversation Intelligence Platform market, with robust domestic demand, supportive policies, and a strong manufacturing base.

Key Features:

The report presents comprehensive understanding of the Conversation Intelligence Platform 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 Conversation Intelligence Platform 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, On-premises).

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 Conversation Intelligence Platform market.

Regional Analysis: The report involves examining the Conversation Intelligence Platform 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 Conversation Intelligence Platform market. This may include estimating market growth rates, predicting market demand, and identifying emerging trends.

The report also involves a more granular approach to Conversation Intelligence Platform:

Company Analysis: Report covers individual Conversation Intelligence Platform 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 Conversation Intelligence Platform. This may involve surveys, interviews, and analysis of consumer reviews and feedback from different by Application (Small and Medium Enterprises (SMEs), Large Enterprises).

Technology Analysis: Report covers specific technologies relevant to Conversation Intelligence Platform. It assesses the current state, advancements, and potential future developments in Conversation Intelligence Platform areas.

Competitive Landscape: By analyzing individual companies, suppliers, and consumers, the report present insights into the competitive landscape of the Conversation Intelligence Platform 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

Conversation Intelligence Platform 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

On-premises

Market segment by Application

Small and Medium Enterprises (SMEs)

Large Enterprises

Market segment by players, this report covers

Gong.io

Chorus.ai (ZoomInfo)

SalesLoft

CallRail

Revenue.io

Jiminny

Invoca

Allego

Tethr

Observe.ai

CallMiner

Avoma

Mindtickle

Salesken

baidu

Ali cloud

tencent

huawei

Iflytek

AI Speech Co., Ltd.

BYAI Technology Co., Ltd

ZhiZhen smart

Shenzhen Zhuiyi Technology Co., Ltd.

Nanjing Star Bat Technology Co., Ltd.

Zhujian Intelligent Technology (Shanghai) Co., Ltd.

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 Conversation Intelligence Platform product scope, market overview, market estimation caveats and base year.

Chapter 2, to profile the top players of Conversation Intelligence Platform, with revenue,

gross margin and global market share of Conversation Intelligence Platform from 2019 to 2024.

Chapter 3, the Conversation Intelligence 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 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 Conversation Intelligence Platform 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 Conversation Intelligence Platform.

Chapter 13, to describe Conversation Intelligence Platform research findings and conclusion.

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