

# Global Conversational AI 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 Conversational AI Platform market size was valued at USD 2420.4 million in 2023 and is forecast to a readjusted size of USD 7196.3 million by 2030 with a CAGR of 16.8% during review period.

Conversational AI Platform offers a user-friendly dialog designer to help develop and implement solutions for automating customer service, customer engagement, and human-computer interactions through natural language understanding and speech generation.

Global core conversational AI platform players include IBM, Genesys, LivePerson etc. The top 3 companies hold a share about 35%. North America is the largest market, with a share about 38%, followed by Asia-Pacific and Europe with the share about 32% and 23%. In terms of product, app conversational AI platform is the largest segment, with a share over 51%. And in terms of application, the largest application is large enterprises, followed by SMEs.

The Global Info Research report includes an overview of the development of the Conversational AI Platform industry chain, the market status of Large Enterprises (Web Conversational AI Platform, App Conversational AI Platform), SMEs (Web Conversational AI Platform, App Conversational AI Platform), and key enterprises in developed and developing market, and analysed the cutting-edge technology, patent, hot applications and market trends of Conversational AI Platform.

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

#### Key Features:

The report presents comprehensive understanding of the Conversational AI 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 Conversational AI 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., Web Conversational AI Platform, App Conversational AI Platform).

**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 Conversational AI Platform market.

**Regional Analysis:** The report involves examining the Conversational AI 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 Conversational AI 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 Conversational AI Platform:

**Company Analysis:** Report covers individual Conversational AI 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 Conversational AI Platform. This may involve surveys, interviews, and analysis of consumer reviews and feedback from different by End User (Large Enterprises, SMEs).

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

**Competitive Landscape:** By analyzing individual companies, suppliers, and consumers, the report present insights into the competitive landscape of the Conversational AI 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

Conversational AI Platform market is split by Type and by End User. For the period 2019-2030, the growth among segments provides accurate calculations and forecasts for consumption value by Type, and by End User in terms of value.

### Market segment by Type

Web Conversational AI Platform

App Conversational AI Platform

### Market segment by End User

Large Enterprises

SMEs

Market segment by players, this report covers

SAP

IBM

Microsoft

Ada

Kore.ai

Conversica

LivePerson

Genesys

Boost.ai

Kata.ai

Cognigy

OneReach.ai

Avaamo

Just AI

Kasisto

Active.Ai

Solvvy

Certainly

Hyro

Mindsay

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 Conversational AI Platform product scope, market overview, market estimation caveats and base year.

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

Chapter 3, the Conversational AI 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 Conversational AI Platform market forecast, by regions, type and end user, 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

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Chapter 13, to describe Conversational AI Platform research findings and conclusion.

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