

Global Conversational AI Survey Platforms Software 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 Conversational AI Survey Platforms Software market size was valued at US\$ 131 million in 2025 and is forecast to a readjusted size of US\$ 223 million by 2032 with a CAGR of 8.1% during review period.

Conversational AI survey platforms are advanced research tools that leverage artificial intelligence to conduct dynamic, context-aware surveys and interviews. These systems use natural language processing (NLP) and machine learning (ML) to interpret participant responses, generate adaptive follow-up questions, and extract actionable insights from conversational data. Automation is central to conversational AI survey platforms. It enables seamless integration with customer relationship management (CRM) software, help desk platforms, and conversational intelligence tools. This allows for automated participant recruitment, intelligent survey branching, and real-time analysis, streamlining the research process and maintaining a high level of personalization and engagement.

With the rapid advancements in natural language processing, large language models, and enterprise-level data integration capabilities, these platforms are gradually moving from laboratory research to enterprise applications, focusing on scenarios such as intelligence gathering, public opinion monitoring, customer feedback analysis, market research, and competitive intelligence. Mainstream products achieve efficient insights through multimodal access, knowledge-based dialogue, real-time data capture and analysis, and customizable questionnaires and workflows; they also emphasize data security, compliance, interpretability, and cross-language capabilities. In terms of competition, toolchains are evolving towards greater customization capabilities, stronger

scalability, and more user-friendly analytical visualization, but they also face challenges such as data privacy, sample bias, and model misleading risks.

This report is a detailed and comprehensive analysis for global Conversational AI Survey Platforms Software 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 Conversational AI Survey Platforms Software market size and forecasts, in consumption value (\$ Million), 2021-2032

Global Conversational AI Survey Platforms Software market size and forecasts by region and country, in consumption value (\$ Million), 2021-2032

Global Conversational AI Survey Platforms Software market size and forecasts, by Type and by Application, in consumption value (\$ Million), 2021-2032

Global Conversational AI Survey Platforms Software 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 Conversational AI Survey Platforms Software
- 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 Conversational AI Survey Platforms Software 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 Conjointly, Zendesk, Dialpad, Sprinklr, Cognigy, Kore.AI, Haptik, Conversica, Sendbird, Conveo, etc.

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

Market segmentation

Conversational AI Survey Platforms Software 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

Based on Local

Market segment by Interaction Modes

Text-based Interaction

Voice-based Interaction

Multimodal Interaction

Market segment by Functional Positioning

Alternative Dialogue AI Products

Assistive Dialogue AI Products

Market segment by Application

Large Enterprises

SMEs

Market segment by players, this report covers

Conjointly

Zendesk

Dialpad

Sprinklr

Cognigy

Kore.AI

Haptik

Conversica

Sendbird

Conveo

Listen Labs

Strella

Tellet

unSurvey

Userology

Vocads

Voicepanel

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 Conversational AI Survey Platforms Software product scope, market overview, market estimation caveats and base year.

Chapter 2, to profile the top players of Conversational AI Survey Platforms Software, with revenue, gross margin, and global market share of Conversational AI Survey Platforms Software from 2021 to 2026.

Chapter 3, the Conversational AI Survey Platforms 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 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 Conversational AI Survey Platforms Software 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 Conversational AI Survey Platforms Software.

Chapter 13, to describe Conversational AI Survey Platforms Software research findings and conclusion.

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