

Global Conversational Intelligence Software 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 Intelligence Software market size was valued at USD 3533.4 million in 2023 and is forecast to a readjusted size of USD 8096.3 million by 2030 with a CAGR of 12.6% during review period.

Conversational intelligence software is a type of software that records, transcribes, and analyzes sales calls or other types of conversations. It can identify keywords and topics of conversation, provide statistics and insights, and help users improve their communication skills and outcomes. Conversational intelligence software can be used by businesses to enhance customer service, sales performance, training, and compliance.

The industry trend of conversational intelligence software is expected to be positive and growing in the near future. The main drivers for this growth are the rising demand for AI-powered customer support services, the reduced chatbot development costs, the omnichannel deployment, and the increasing adoption of voice-based assistants. The public sector, healthcare, banking, retail, and e-commerce are some of the industries that are expected to benefit from conversational AI solutions.

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

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

Key Features:

The report presents comprehensive understanding of the Conversational Intelligence 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 Conversational Intelligence 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, Web Based).

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 Intelligence Software market.

Regional Analysis: The report involves examining the Conversational Intelligence 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 Conversational Intelligence 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 Conversational Intelligence Software:

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

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

Competitive Landscape: By analyzing individual companies, suppliers, and consumers, the report presents insights into the competitive landscape of the Conversational Intelligence 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

Conversational Intelligence 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

Web Based

Market segment by Application

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

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

Chapter 3, the Conversational Intelligence 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 Conversational Intelligence 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 Conversational Intelligence Software.

Chapter 13, to describe Conversational Intelligence Software research findings and conclusion.

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