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Global Generative AI in Customer Service Market 2024 by Company, Regions, Type and Application, Forecast to 2030

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Abstracts

Generative AI in customer service refers to the use of artificial intelligence technologies, specifically generative models, to enhance customer interactions and support in various ways. Generative AI models, such as generative adversarial networks (GANs) and transformer-based models like GPT (Generative Pre-trained Transformer), have the capability to generate human-like text, responses, and conversations based on the input data they are trained on.

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

This report is a detailed and comprehensive analysis for global Generative AI in Customer Service 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 2024, are provided.

Key Features:

Global Generative AI in Customer Service market size and forecasts, in consumption value ($ Million), 2019-2030

Global Generative AI in Customer Service market size and forecasts by region and

country, in consumption value ($ Million), 2019-2030

Global Generative AI in Customer Service market size and forecasts, by Type and by Application, in consumption value ($ Million), 2019-2030

Global Generative AI in Customer Service market shares of main players, in revenue ($ Million), 2019-2024

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 Generative AI in Customer Service

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 Generative AI in Customer Service 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 Salesforce, Zendesk, Sprinklr, Google Cloud, Genesys, Verint, Five9, Amazon Connect, Forrester Wave CCaaS, Twilio, etc.

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

Market segmentation

Generative AI in Customer Service 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. This analysis can help you expand your business by targeting qualified niche markets.

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Generative AI in Customer Service market is split by Type and by Application. For the period 2018-2029, the growth among segments provides accurate calculations and forecasts for Consumption Value by Type and by Application. This analysis can help

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you expand your business by targeting qualified niche markets.

Market segment by Type

- On-Premises
- Cloud-based

Market segment by Application

- Chatbots and Virtual Assistants Systems
- Natural Language Processing (NLP) Systems
- Automated Email Response Systems
- Interactive Voice Response (IVR) Systems
- Others

Market segment by players, this report covers

- Salesforce
- Zendesk
- Sprinklr
- Google Cloud
- Genesys
- Verint
- Five9
- Amazon Connect

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Forrester Wave CCaaS

Twilio

Microsoft

Nuance

Cognigy

InMoment

Cresta

Oracle Fusion Service

IBM Watson

LivePerson

Ada CX

SAP CX

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)

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

Chapter 1, to describe Generative AI in Customer Service product scope, market overview, market estimation caveats and base year.

Chapter 2, to profile the top players of Generative AI in Customer Service, with revenue, gross margin, and global market share of Generative AI in Customer Service from 2019 to 2024.

Chapter 3, the Generative AI in Customer Service 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 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 Generative AI in Customer Service market forecast, by regions, by Type and by Application, with consumption value, from 2024 to 2030.

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

Chapter 12, the key raw materials and key suppliers, and industry chain of Generative AI in Customer Service.

Chapter 13, to describe Generative AI in Customer Service research findings and conclusion.

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