

# Global Service Virtual Digital People Supply, Demand and Key Producers, 2026-2032

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## Abstracts

The global Service Virtual Digital People market size is expected to reach \$ 722 million by 2032, rising at a market growth of 10.1% CAGR during the forecast period (2026-2032).

Service Virtual Digital People refers to a type of virtual digital person whose primary use is to provide support and services to the service industry. These virtual digital people are typically created through artificial intelligence techniques and computer graphics and can simulate human appearance, speech and behavior in order to interact with users and provide a variety of services and support.

### 1. From Display Avatars to Digital Employees

Service virtual digital people are evolving from simple visual presenters into task-capable digital employees that can handle consultation, guidance, transactions, and after-sales support across multiple service scenarios.

### 2. Deep Integration with Large Language Models (LLMs)

The adoption of large language models significantly enhances contextual understanding, multi-turn dialogue, and intent recognition, enabling more natural, accurate, and human-like service interactions.

### 3. Soft-Hardware Integrated Deployment

Service virtual digital people are increasingly delivered via integrated terminals or all-in-one machines, combining AI software, edge computing, displays, cameras, and microphones to enable fast deployment and standardized operation.

### 4. Multi-Modal Interaction Capabilities

Future systems will integrate voice, vision, gesture, facial expression, and touch-based inputs, improving user engagement and making digital people adaptable to complex real-world environments.

### 5. Industry-Specific and Scenario-Based Customization

Virtual digital people will be increasingly tailored for specific industries such as

government services, finance, healthcare, retail, and transportation, using pre-trained industry models and workflow templates.

This report studies the global Service Virtual Digital People demand, key companies, and key regions.

This report is a detailed and comprehensive analysis of the world market for Service Virtual Digital People, and provides market size (US\$ million) and Year-over-Year (YoY) growth, considering 2025 as the base year. This report explores demand trends and competition, as well as details the characteristics of Service Virtual Digital People that contribute to its increasing demand across many markets.

### **Highlights and key features of the study**

Global Service Virtual Digital People total market, 2021-2032, (USD Million)

Global Service Virtual Digital People total market by region & country, CAGR, 2021-2032, (USD Million)

U.S. VS China: Service Virtual Digital People total market, key domestic companies, and share, (USD Million)

Global Service Virtual Digital People revenue by player, revenue and market share 2021-2026, (USD Million)

Global Service Virtual Digital People total market by Type, CAGR, 2021-2032, (USD Million)

Global Service Virtual Digital People total market by Application, CAGR, 2021-2032, (USD Million)

This report profiles major players in the global Service Virtual Digital People 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 SEIYO Technology, AISpeech, iFLYTEK, UneeQ, ForteAI, AiChat, UNITH, RAVABOX, Xiaoice Company, Huawei, etc.

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

Stakeholders would have ease in decision-making through various strategy matrices used in analyzing the world Service Virtual Digital People market

### **Detailed Segmentation:**

Each section contains quantitative market data including market by value (US\$ Millions), by player, by regions, by Type, and by Application. Data is given for the years 2021-2032 by year with 2025 as the base year, 2026 as the estimate year, and 2027-2032 as the forecast year.

Global Service Virtual Digital People Market, By Region:

United States

China

Europe

Japan

South Korea

ASEAN

India

Rest of World

Global Service Virtual Digital People Market, Segmentation by Type:

Real-life Service Replacement

Multimodal AI Assistants

Global Service Virtual Digital People Market, Segmentation by Content:

Voice-Driven Digital People

Multi-Modal Digital People

Global Service Virtual Digital People Market, Segmentation by Standard:

Standardized Service Digital People

Industry-Customized Digital People

Global Service Virtual Digital People Market, Segmentation by Application:

Travel & Tourism

Retail

Finance

Education

Healthcare

Others

### **Companies Profiled:**

SEIYO Technology

AI Speech

iFLYTEK

UneeQ

ForteAI

AiChat

UNITH

RAVABOX

Xiaoice Company

Huawei

ThunderSoft

Songzhi Intelligence

Morko AI

Motphys

SenseTime

Baidu

JD.com

Fengping Intelligence

Ulike AI

DaAi Hologram

AKURA

Digital Humans Co., Ltd.

Winmore Digital

Akool Inc.

Soul Machines

### Key Questions Answered

1. How big is the global Service Virtual Digital People market?
2. What is the demand of the global Service Virtual Digital People market?
3. What is the year over year growth of the global Service Virtual Digital People market?
4. What is the total value of the global Service Virtual Digital People market?
5. Who are the Major Players in the global Service Virtual Digital People market?
6. What are the growth factors driving the market demand?

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