

Global Speech Based Interactive Voice Response Software Market 2025 by Company, Regions, Type and Application, Forecast to 2031

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Abstracts

According to our (Global Info Research) latest study, the global Speech Based Interactive Voice Response Software market size was valued at US\$ 2600 million in 2024 and is forecast to a readjusted size of USD 5635 million by 2031 with a CAGR of 11.8% during review period.

Interactive Voice Response (IVR) is an automated telephony system technology that interacts with the callers, gathers the required information and routes the calls to the particular appropriate recipient.

With the modern, sophisticated IVR systems, you can gather the input and responses through spoken words with the voice recognition. Conversations are either pre-recorded or generated audio which assists, directs, or guides customers automatically without a live operator.

Within these interactions, clients can communicate by using either the touch-tone keypad selection or voice telephone input. The responses take the form of voice, call-back or any other related media.

IVR software enables an organization to use prerecorded greetings or menu options that a customer can access through a phone keypad. Advanced IVR systems may include speech recognition software to enable a customer to communicate with a computer. Many companies have augmented or replaced IVR systems with automated speech recognition technologies that enable callers to speak their requests instead of punching numbers into their phones. These voice recognition systems can frustrate callers if the system doesn't recognize a caller's questions.

Global Speech Based Interactive Voice Response Software key players include Nuance, Convergys, Cisco, West Corporation, etc. Global top four manufacturers hold a share about 40%. North America is the largest market, with a share over 35%.

This report is a detailed and comprehensive analysis for global Speech Based Interactive Voice Response 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 Speech Based Interactive Voice Response Software market size and forecasts, in consumption value (\$ Million), 2020-2031

Global Speech Based Interactive Voice Response Software market size and forecasts by region and country, in consumption value (\$ Million), 2020-2031

Global Speech Based Interactive Voice Response Software market size and forecasts, by Type and by Application, in consumption value (\$ Million), 2020-2031

Global Speech Based Interactive Voice Response Software market shares of main players, in revenue (\$ Million), 2020-2025

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 Speech Based Interactive Voice Response 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 Speech Based Interactive Voice Response 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 8X8, Inc. (US), Nuance Communications, Inc. (US), Convergys Corporation (US), Avaya Inc. (US), Cisco Systems, Inc. (US), Connect First (US), West Corporation (US), Genesys Telecommunication Laboratories, Inc. (US), Verizon Communications Inc. (US), IVR Lab (US), etc.

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

Market segmentation

Speech Based Interactive Voice Response Software market is split by Type and by Application. For the period 2020-2031, 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
- On Premise

Market segment by Application

- Large Enterprise
- Medium Enterprise
- Small Enterprise

Market segment by players, this report covers

- 8X8, Inc. (US)
- Nuance Communications, Inc. (US)
- Convergys Corporation (US)
- Avaya Inc. (US)
- Cisco Systems, Inc. (US)
- Connect First (US)
- West Corporation (US)
- Genesys Telecommunication Laboratories, Inc. (US)
- Verizon Communications Inc. (US)
- IVR Lab (US)
- Aspect Software Parent Inc. (US)
- 24/7 Customer, Inc. (US)
- InContact Inc. (US)
- NewVoiceMedia (UK)
- Five9, Inc. (US)

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 Speech Based Interactive Voice Response Software product scope, market overview, market estimation caveats and base year.

Chapter 2, to profile the top players of Speech Based Interactive Voice Response Software, with revenue, gross margin, and global market share of Speech Based Interactive Voice Response Software from 2020 to 2025.

Chapter 3, the Speech Based Interactive Voice Response 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 2020 to 2031

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 2020 to 2025. and Speech Based Interactive Voice Response Software market forecast, by regions, by Type and by Application, with consumption value, from 2026 to 2031.

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

Chapter 12, the key raw materials and key suppliers, and industry chain of Speech Based Interactive Voice Response Software.

Chapter 13, to describe Speech Based Interactive Voice Response Software research findings and conclusion.

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