

# AI Complaint Management Market Size, Share & Trends Analysis Report By Technology, By Application, By Deployment (Cloud, On-premises, Hybrid), By Vertical, By Region, And Segment Forecasts, 2025 - 2033

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## Abstracts

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### AI Complaint Management Market Summary

The global AI complaint management market size was estimated at USD 5.29 billion in 2024 and is projected to reach USD 28.92 billion by 2033, growing at a CAGR of 21.1% from 2025 to 2033. The market growth is anticipated to be significantly accelerated due to the advancements in artificial intelligence systems for enhancing the complaint management systems by increasing the speed of response times, transforming the interaction between the customer and the business.

The AI complaint management industry's growth is driven by the strong focus on customer-centric business models for resolving complaints quickly, effectively, and in a personalized manner is valuable for sustaining customer satisfaction and loyalty. AI solutions allow this by automating ticket management, performing real-time sentiment analysis, and using predictive analytics to optimize the entire complaint resolution process. This approach not only lowers operational costs but also improves the speed and precision of responses, providing businesses with a competitive advantage in customer service.

The rising complexity and total volume of customer interactions happening across various digital channels. Today's customers expect smooth support experiences,

whether they reach out via social media, email, chat, or voice, making unified, multi-channel complaint management essential. AI-driven solutions can consolidate and analyze complaints from these different sources, enabling consistent and coordinated responses. This capability is mandatory for companies looking to provide outstanding customer experiences and build long-term loyalty in the rising digital world.

However, the growing need for actionable insights and data-driven strategies is driving the adoption of AI in complaint management. AI technologies can analyze large volumes of customer feedback, uncover patterns, and anticipate problems before they become critical. This enables organizations to understand and solve underlying issues proactively, refine their products and services, and stay aligned with changing regulatory requirements, which results in higher customer satisfaction, greater operational efficiency, and a stronger brand reputation.

## Global AI Complaint Management Market Report Segmentation

This report forecasts revenue growth on global, regional, and country levels and provides an analysis of the industry trends in each of the sub-segments from 2021 to 2033. For this study, Grand View Research has segmented the global AI complaint management market report based on technology, application, deployment, vertical, and region.

### Technology Outlook (Revenue, USD Million, 2021 - 2033)

Machine Learning

Natural Language Processing

Robotic Process Automation (RPA)

Speech Recognition

Predictive Analytics

Others

### Application Outlook (Revenue, USD Million, 2021 - 2033)

Customer Complaint Resolution

Fraud Detection & Escalation

Feedback Analysis

Social Media Complaint Handling

Others

Deployment Outlook (Revenue, USD Million, 2021 - 2033)

Cloud

On-premises

Hybrid

Vertical Outlook (Revenue, USD Million, 2021 - 2033)

IT & ITES

Hospitality & Travel

Healthcare and Life Sciences

Retail & E-commerce

BFSI

Government and Public Sector

Telecommunications

Others

Regional Outlook (Revenue, USD Million, 2021 - 2033)

North America

U.S.

Canada

Mexico

Europe

UK

Germany

France

Asia Pacific

China

India

Japan

South Korea

Australia

Latin America

Brazil

Middle East and Africa

KSA

UAE

South Africa

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