

# **Artificial Intelligence in Telecommunication Market Size, Share & Trends Analysis Report By Application (Network Security, Network Optimization, Customer Analytics), By Region, And Segment Forecasts, 2020 - 2027**

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## **Abstracts**

### **Artificial Intelligence in Telecommunication Market Trends & Growth**

The global artificial intelligence in telecommunication market size is expected to reach USD 9.3 billion by 2027, according to a new report by Grand View Research, Inc. The market is anticipated to register a CAGR of 38.4% from 2020 to 2027.

Communication Service Providers (CSPs) need to bring the intelligence in their system optimization, planning, and operations to address the increasing complexities in communication networks caused due to the deployment of new technology paradigms, such as Network Function Virtualization (NFV) and Software-Defined Wide-Area Networking (SD-WAN). Therefore, the telecommunications industry is exploring and introducing AI to improve network efficiency and customer experience.

The telecommunication industry has leveraged technologies, such as cloud computing, big data analytics, and deep learning, to fulfill consumer demands of multimedia services and network security. Also, the intellectualization of communication networks has become possible with the invention of technologies of service-aware network systems and deep packet inspection. Researchers in the industry are tapping into artificial intelligence-based techniques to optimize network architecture & management, and to enable more autonomous operations.

Furthermore, the next-generation wireless networks are anticipated to evolve into more

complex system architectures due to the diversified service requirements and heterogeneity in devices, system architectures, and applications. Artificial intelligence has renewed interest in the telecom industry due to the rising complexity of network technology. Potential AI-based use-cases in communication networks include network operation monitoring & management, fraud mitigation, predictive maintenance, cybersecurity, and virtual assistants for marketing and customer service. However, network operation monitoring & management remains the top use-case in the telecom industry as several communications service providers have adopted AI approaches to address the need for communication automation and agility.

### Artificial Intelligence in Telecommunication Market Report Highlights

Improving customer experience is one of the major factors driving the growth of the market since chatbots deployed for customer service have fueled the business earnings adequately

Machine learning approaches are beginning to emerge in the telecommunication domain to address the challenges of virtualization

AI-supported network-centric applications include anomaly detection for maintenance and provisioning, performance monitoring, alert suppression, automated resolution of a trouble ticket, network faults prediction, and network capacity planning or congestion prediction

Key companies in the market are IBM Corp.; Microsoft Corp.; Intel Corp.; Google, Inc.; AT&T Intellectual Property; Cisco Systems; Nuance Communications, Inc.; Evolv Technology Solutions, Inc.; H2O.ai; Infosys Ltd.; Salesforce.com, Inc.; and NVIDIA Corp.

## Contents

### CHAPTER 1 METHODOLOGY AND SCOPE

- 1.1 Information Procurement and Research Scope
- 1.2 Information Analysis
- 1.3 Market formulation & data visualization
- 1.4 Market Scope and Assumptions
  - 1.4.1 Secondary Sources
  - 1.4.2 Primary Sources

### CHAPTER 2 EXECUTIVE SUMMARY

- 2.1 AI in Telecommunication - Industry Snapshot & Key Buying Criteria, 2016 - 2027
- 2.2 Global
  - 2.2.1 Global AI In Telecommunication Market, 2016 - 2027
  - 2.2.2 Global AI In Telecommunication Market, By Application, 2016 - 2027
  - 2.2.3 Global AI In Telecommunication Market, By Region, 2016 - 2027

### CHAPTER 3 MARKET VARIABLES, TRENDS & SCOPE

- 3.1 Market Segmentation & Scope
- 3.2 AI in Telecommunication Size and Growth Prospects
- 3.3 AI in Telecommunication - Value ChAIIn Analysis
- 3.4 AI in Telecommunication Market Dynamics
  - 3.4.1 Market Drivers
    - 3.4.1.1 Growing need for customer analytics
    - 3.4.1.2 Rapid penetration of AI and machine learning
    - 3.4.1.3 Growing R&D spending on the development of self-optimizing networks
  - 3.4.2 Market RestrAIInt
    - 3.4.2.1 Lack of data science talent
    - 3.4.2.2 Limitation of tools
- 3.5 Industry Analysis - Porter's
  - 3.5.1 Supplier Power
  - 3.5.2 Buyer Power
  - 3.5.3 Substitution Threat
  - 3.5.4 Threat From New Entrant
  - 3.5.5 Competitive Rivalry
- 3.6 Penetration & Key Opportunities Mapping

### 3.7 AI in Telecommunication - PEST Analysis

#### 3.7.1 Political

#### 3.7.2 Economic

#### 3.7.3 Social

#### 3.7.4 Technological

## **CHAPTER 4 AI IN TELECOMMUNICATION MARKET: APPLICATION ESTIMATES & TREND ANALYSIS**

### 4.1 AI in Telecommunication Market: Application Movement Analysis

#### 4.1.1 Network Security

##### 4.1.1.1. Network security AI in telecommunication market, BY Region, 2016 - 2027

##### 4.1.1.1.1. Market estimates and forecasts, 2016 - 2027 (USD Million)

#### 4.1.2 Network Optimization

##### 4.1.2.1. Network optimization AI in telecommunication market, by region, 2016 - 2027

##### 4.1.2.1.1. Market estimates and forecasts, 2016 - 2027 (USD Million)

#### 4.1.3 Customer Analytics

##### 4.1.3.1. Customer analytics AI in telecommunication market, by region, 2016 - 2027

##### 4.1.3.1.1. Market estimates and forecasts, 2016 - 2027 (USD Million)

#### 4.1.4 Virtual Assistance

##### 4.1.4.1. Virtual Assistance AI In Telecommunication Market, By Region, 2016 - 2027

##### 4.1.4.1.1. Market Estimates And Forecasts, 2016 - 2027 (Usd Million)

#### 4.1.5 Self-Diagnostics

##### 4.1.5.1. Self-diagnostics AI in telecommunication market, by region, 2016 - 2027

##### 4.1.5.1.1. Market estimates and forecasts, 2016 - 2027 (USD Million)

#### 4.1.6 Others

##### 4.1.6.1. Others AI in telecommunication market, by region, 2016 - 2027

##### 4.1.6.1.1. Market estimates and forecasts, 2016 - 2027 (USD Million)

## **CHAPTER 5 AI IN TELECOMMUNICATION MARKET: REGIONAL ESTIMATES & TREND ANALYSIS**

### 5.1 AI in telecommunication Market: Regional Movement Analysis

#### 5.2 North Americas

##### 5.2.1 Regional Trends

##### 5.2.2 North America AI In Telecommunication Market, 2016 - 2027

##### 5.2.2.1 North America AI in telecommunication market by application, 2016 - 2027 (USD Million)

##### 5.2.2.2 U.S. AI in telecommunication market, 2016 - 2027

5.2.2.2.1 U.S. AI in telecommunication market by application, 2016 - 2027 (USD Million)

5.2.2.3 Canada AI in telecommunication market, 2016 - 2027

5.2.2.3.1 Canada AI in telecommunication market by application, 2016 - 2027 (USD Million)

5.2.2.4 Mexico AI in telecommunication market, 2016 - 2027

5.2.2.4.1 Mexico AI in telecommunication market by application, 2016 - 2027 (USD Million)

## 5.3 Europe

5.3.1 Regional Trends

5.3.2 Europe AI In Telecommunication Market, 2016 - 2027

5.3.2.1 Europe AI in telecommunication market by application, 2016 - 2027 (USD Million)

5.3.2.2 U.K. AI in telecommunication market, 2016 - 2027

5.3.2.2.1 U.K. AI in telecommunication market by application, 2016 - 2027 (USD Million)

5.3.2.3 Germany AI in telecommunication market, 2016 - 2027

5.3.2.3.1 Germany AI in telecommunication market by application, 2016 - 2027 (USD Million)

5.3.2.4 France AI in telecommunication market, 2016 - 2027

5.3.2.4.1 France AI in telecommunication market by application, 2016 - 2027 (USD Million)

## 5.4 Asia Pacific

5.4.1 Regional Trends

5.4.2 Asia Pacific AI In Telecommunication Market, 2016 - 2027

5.4.2.1 Asia Pacific AI in telecommunication market by application, 2016 - 2027 (USD Million)

5.4.2.2 China AI in telecommunication market, 2016 - 2027

5.4.2.2.1 China AI in telecommunication market by application, 2016 - 2027 (USD Million)

5.4.2.3 Japan AI in telecommunication market, 2016 - 2027

5.4.2.3.1 Japan AI in telecommunication market by application, 2016 - 2027 (USD Million)

5.4.2.4 India AI in telecommunication market, 2016 - 2027

5.4.2.4.1 India AI in telecommunication market by application, 2016 - 2027 (USD Million)

## 5.5 South America

5.5.1 Regional Trends

5.5.2 South America AI In Telecommunication Market, 2016 - 2027

5.5.2.1 South America AI in telecommunication market by application, 2016 - 2027  
(USD Million)

5.5.2.2 Brazil AI in telecommunication market, 2016 - 2027

5.5.2.2.1 Brazil AI in telecommunication market by application, 2016 - 2027 (USD  
Million)

5.6 Middle East & Africa (MEA)

5.6.1 Regional Trends

5.6.2 Mea AI In Telecommunication Market, 2016 - 2027

5.6.2.1 MEA AI in telecommunication market by application, 2016 - 2027 (USD  
Million)

## **CHAPTER 6 COMPETITIVE LANDSCAPE**

6.1 Company Profiles

6.1.1 IBM Corporation

6.1.1.1 Company overview

6.1.1.2 Financial performance

6.1.1.3 Product benchmarking

6.1.1.4 Recent developments

6.1.2 Microsoft

6.1.2.1 Company overview

6.1.1.2 Financial performance

6.1.2.3 Product benchmarking

6.1.2.4 Recent developments

6.1.3 Intel Corporation

6.1.3.1 Company overview

6.1.1.2 Financial performance

6.1.3.3 Product benchmarking

6.1.3.4 Recent developments

6.1.4 Google

6.1.4.1 Company overview

6.1.1.2 Financial performance

6.1.4.3 Product benchmarking

6.1.4.4 Recent developments

6.1.5 AT&T Intellectual Property

6.1.5.1 Company overview

6.1.1.2 Financial performance

6.1.5.3 Product benchmarking

6.1.5.4 Recent developments

#### 6.1.6 Cisco Systems

##### 6.1.6.1 Company overview

##### 6.1.1.2 Financial performance

##### 6.1.6.3 Product benchmarking

##### 6.1.6.4 Recent developments

#### 6.1.7 Nuance Communications, Inc.

##### 6.1.7.1 Company overview

##### 6.1.7.2 Financial performance

##### 6.1.7.3 Product benchmarking

##### 6.1.7.4 Recent developments

#### 6.1.8 Evolv Technology Solutions, Inc.

##### 6.1.8.1 Company overview

##### 6.1.8.2 Product benchmarking

##### 6.1.8.3 Recent developments

#### 6.1.9 H2O.AI

##### 6.1.9.1 Company overview

##### 6.1.9.2 Product benchmarking

##### 6.1.9.3 Recent developments

#### 6.1.10 Infosys Limited

##### 6.1.10.1 Company overview

##### 6.1.10.2 Financial performance

##### 6.1.10.3 Product benchmarking

##### 6.1.10.4 Recent developments

#### 6.1.11 Salesforce.com, inc.

##### 6.1.11.1 Company overview

##### 6.1.11.2 Financial performance

##### 6.1.11.3 Product benchmarking

##### 6.1.11.4 Recent developments

#### 6.1.12 NVIDIA Corporation

##### 6.1.12.1 Company overview

##### 6.1.12.2 Financial performance

##### 6.1.12.3 Product benchmarking

##### 6.1.12.4 Recent developments

## List Of Tables

### LIST OF TABLES

Table 1 AI in telecommunication - Industry snapshot & key buying criteria, 2016 - 2027
Table 2 Global AI in telecommunication market, 2016 - 2027 (USD Million)
Table 3 Global AI in telecommunication market by application, 2016 - 2027 (USD Million)
Table 4 Global AI in telecommunication market estimates and forecasts by region, 2016 - 2027 (USD million)
Table 5 AI in telecommunication market by network security, 2016 - 2027 (USD Million)
Table 6 AI in telecommunication market by network optimization, 2016 - 2027 (USD Million)
Table 7 AI in telecommunication market by customer analytics, 2016 - 2027 (USD Million)
Table 8 AI in telecommunication market by virtual assistance, 2016 - 2027 (USD Million)
Table 9 AI in telecommunication market by self-diagnostics, 2016 - 2027 (USD Million)
Table 10 AI in telecommunication market by others, 2016 - 2027 (USD Million)
Table 11 North America AI in telecommunication market, 2016 - 2027 (USD Million)
Table 12 North America AI in telecommunication market by application, 2016 - 2027 (USD Million)
Table 13 U.S. AI in telecommunication market, 2016 - 2027 (USD Million)
Table 14 U.S. AI in telecommunication market by application, 2016 - 2027 (USD Million)
Table 15 Canada AI in telecommunication market, 2016 - 2027 (USD Million)
Table 16 Canada AI in telecommunication market by application, 2016 - 2027 (USD Million)
Table 17 Mexico AI in telecommunication market, 2016 - 2027 (USD Million)
Table 18 Mexico AI in telecommunication market by application, 2016 - 2027 (USD Million)
Table 19 Europe AI in telecommunication market, 2016 - 2027 (USD Million)
Table 20 Europe AI in telecommunication market by application, 2016 - 2027 (USD Million)
Table 21 U.K. AI in telecommunication market, 2016 - 2027 (USD Million)
Table 22 U.K. AI in telecommunication market by application, 2016 - 2027 (USD Million)
Table 23 Germany AI in telecommunication market, 2016 - 2027 (USD Million)
Table 24 Germany AI in telecommunication market by application, 2016 - 2027 (USD Million)
Table 25 France AI in telecommunication market, 2016 - 2027 (USD Million)
Table 26 France AI in telecommunication market by application, 2016 - 2027 (USD Million)

Million)

Table 27 Asia Pacific AI in telecommunication market, 2016 - 2027 (USD Million)

Table 28 Asia Pacific AI in telecommunication market by application, 2016 - 2027 (USD Million)

Table 29 China AI in telecommunication market, 2016 - 2027 (USD Million)

Table 30 China AI in telecommunication market by application, 2016 - 2027 (USD Million)

Table 31 Japan AI in telecommunication market, 2016 - 2027 (USD Million)

Table 32 Japan AI in telecommunication market by application, 2016 - 2027 (USD Million)

Table 33 India AI in telecommunication market, 2016 - 2027 (USD Million)

Table 34 India AI in telecommunication market by application, 2016 - 2027 (USD Million)

Table 35 South America AI in telecommunication market, 2016 - 2027 (USD Million)

Table 36 South America AI in telecommunication market by application, 2016 - 2027 (USD Million)

Table 37 Brazil AI in telecommunication market, 2016 - 2027 (USD Million)

Table 38 Brazil AI in telecommunication market by application, 2016 - 2027 (USD Million)

Table 39 MEA AI in telecommunication market, 2016 - 2027 (USD Million)

Table 40 MEA AI in telecommunication market by application, 2016 - 2027 (USD Million)

## List Of Figures

### LIST OF FIGURES

- Fig. 1 Research Process
- Fig. 2 Market Formulation
- Fig. 3 Market segmentation and scope
- Fig. 4 AI in telecommunication market, 2016 - 2027
- Fig. 5 AI in telecommunication - Value chain analysis
- Fig. 6 AI in telecommunication market dynamics
- Fig. 7 Key Opportunities Analysis
- Fig. 8 AI in telecommunication market share by application, 2019 & 2027
- Fig. 9 AI in telecommunication market share by region, 2019 & 2027
- Fig. 10 North America marketplace: Key takeaways
- Fig. 11 Europe marketplace: Key takeaways
- Fig. 12 Asia Pacific marketplace: Key takeaways
- Fig. 13 South America marketplace: Key takeaways
- Fig. 14 MEA marketplace: Key takeaways?

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