

Asia Pacific Chatbots Market (2017 - 2023)

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Abstracts

A program which is used to converse with users via a chat interface can be called as a chatbot. It is a service, which is a computer based program and operates over the internet. The Chatbots are designed in such a manner that it could provide customers a better digital experience. Chatbots offer new opportunities for retailers; as they can use Chatbots for promoting their websites and enhance their website experience. It has been observed that digitalized back end processes have gained more consumer engagement. Chatbots have gained prominence in various applications such as in e-commerce based customer service, internet gaming, and also largely in call centers. Various interfaces such as mobile, stand-alone, and internet are used to create a platform for chatbots. Despite its limited usage only in large enterprises, the chatbot market is potent industry and would be a potential market during the forecast period.

Based on the types, the Chatbots market is segmented into Solution and Services. The Services market is segmented into Professional and Managed Services. Based on the Usages, the market is segmented into Websites, Contact Centers, Social Media, and Mobile Platform. Based on Organization Sizes, the market is segmented into Small & Medium Enterprises and Large Enterprises. Based on Deployment Types, the market is segmented into Cloud and On-Premise. The verticals covered under the report include BSFI, Communication, Utilities, Healthcare, Travel & Hospitality, Government, Retail, Education, and Others.

Based on Country, Chatbots market is segmented China, Japan, India, South Korea, Singapore, Malaysia and Rest of Asia Pacific. China remained the dominant Country in the Asia Pacific Chatbots market in 2016. South Korea and India would witness promising CAGR during the forecast period (2017-2023).

The report covers the analysis of key stake holders of the Chatbots market. Key companies profiled in the report include International Business Machines Corporation

(IBM), Nuance Communications, Inc., Egain Corporation, Next IT Corporation, Google Inc. (Speaktoit, Inc.), 24/7 Customer, Inc., CX Company, and Creative Virtual Pvt. Ltd.

Contents

CHAPTER 1. MARKET SCOPE & METHODOLOGY

- 1.1 Market Definition
- 1.2 Objectives
- 1.3 Market Scope
- 1.4 Segmentation
 - 1.4.1 Asia-Pacific Chatbots Market, by Types
 - 1.4.2 Asia-Pacific Chatbots Market, by Usages
 - 1.4.3 Asia-Pacific Chatbots Market, by Organization Sizes
 - 1.4.4 Asia-Pacific Chatbots Market, by Deployment Types
 - 1.4.5 Asia-Pacific Chatbots Market, by Verticals
 - 1.4.6 Asia-Pacific Chatbots Market, by Countries
- 1.5 Methodology for the research

CHAPTER 2. EXECUTIVE SUMMARY

CHAPTER 3. MARKET OVERVIEW

- 3.1 Introduction
- 3.2 Drivers and Restraints
 - 3.2.1 Market Drivers
 - 3.2.2 Market Restraints

CHAPTER 4. ASIA-PACIFIC CHATBOTS MARKET

- 4.1 Asia-Pacific Chatbots Market by Type
 - 4.1.1 Asia-Pacific Chatbots Software Market by Country
 - 4.1.2 Asia-Pacific Chatbots Services Market by Country
 - 4.1.3 Asia-Pacific Chatbots Market by Service Type
 - 4.1.3.1 Asia-Pacific Chatbots Professional Services Market by Country
 - 4.1.3.2 Asia-Pacific Chatbots Managed Services Market by Country

CHAPTER 5. ASIA-PACIFIC CHATBOTS MARKET BY USAGE

- 5.1 Introduction
 - 5.1.1 Asia-Pacific Websites Chatbots Market by Country

5.1.2 Asia-Pacific Contact Centers Chatbots Market by Country

5.1.3 Asia-Pacific Social Media Chatbots Market by Country

5.1.4 Asia-Pacific Mobile Platform Chatbots Market by Country

CHAPTER 6. ASIA-PACIFIC CHATBOTS MARKET BY ORGANIZATION SIZE

6.1 Introduction

6.1.1 Asia-Pacific Small & Medium Enterprises Chatbots Market by Country

6.1.2 Asia-Pacific Large Enterprises Chatbots Market by Country

CHAPTER 7. ASIA-PACIFIC CHATBOTS MARKET BY DEPLOYMENT TYPE

7.1 Introduction

7.1.1 Asia-Pacific On-Premise Deployment Chatbots Market by Country

7.1.2 Asia-Pacific Cloud Deployment Chatbots Market by Country

CHAPTER 8. ASIA-PACIFIC CHATBOTS MARKET BY VERTICAL

8.1 Introduction

8.1.1 Asia-Pacific Chatbots in BFSI Market by Country

8.1.2 Asia-Pacific Chatbots in Communication Market by Country

8.1.3 Asia-Pacific Chatbots in Utilities Market by Country

8.1.4 Asia-Pacific Chatbots in Healthcare Market by Country

8.1.5 Asia-Pacific Chatbots in Travel & Hospitality Market by Country

8.1.6 Asia-Pacific Chatbots in Government Market by Country

8.1.7 Asia-Pacific Chatbots in Retail Market by Country

8.1.8 Asia-Pacific Chatbots in Education Market by Country

8.1.9 Asia-Pacific Chatbots in Others Market by Country

CHAPTER 9. ASIA-PACIFIC CHATBOTS MARKET BY COUNTRY

9.1 Introduction

9.1.1 China Chatbots Market

9.1.1.1 China Chatbots Market by Type

9.1.1.1.1 China Chatbots Market by Services Type

9.1.1.2 China Chatbots Market by Usage

9.1.1.3 China Chatbots Market by Organization Size

9.1.1.4 China Chatbots Market by Deployment Type

9.1.1.5 China Chatbots Market by Vertical

9.1.2 Japan Chatbots Market

9.1.2.1 Japan Chatbots Market by Type

9.1.2.1.1 Japan Chatbots Market by Services Type

9.1.2.2 Japan Chatbots Market by Usage

9.1.2.3 Japan Chatbots Market by Organization Size

9.1.2.4 Japan Chatbots Market by Deployment Type

9.1.2.5 Japan Chatbots Market by Vertical

9.1.3 India Chatbots Market

9.1.3.1 India Chatbots Market by Type

9.1.3.1.1 India Chatbots Market by Services Type

9.1.3.2 India Chatbots Market by Usage

9.1.3.3 India Chatbots Market by Organization Size

9.1.3.4 India Chatbots Market by Deployment Type

9.1.3.5 India Chatbots Market by Vertical

9.1.4 South Korea Chatbots Market

9.1.4.1 South Korea Chatbots Market by Type

9.1.4.1.1 South Korea Chatbots Market by Services Type

9.1.4.2 South Korea Chatbots Market by Usage

9.1.4.3 South Korea Chatbots Market by Organization Size

9.1.4.4 South Korea Chatbots Market by Deployment Type

9.1.4.5 South Korea Chatbots Market by Vertical

9.1.5 Singapore Chatbots Market

9.1.5.1 Singapore Chatbots Market by Type

9.1.5.1.1 Singapore Chatbots Market by Services Type

9.1.5.2 Singapore Chatbots Market by Usage

9.1.5.3 Singapore Chatbots Market by Organization Size

9.1.5.4 Singapore Chatbots Market by Deployment Type

9.1.5.5 Singapore Chatbots Market by Vertical

9.1.6 Malaysia Chatbots Market

9.1.6.1 Malaysia Chatbots Market by Type

9.1.6.1.1 Malaysia Chatbots Market by Services Type

9.1.6.2 Malaysia Chatbots Market by Usage

9.1.6.3 Malaysia Chatbots Market by Organization Size

9.1.6.4 Malaysia Chatbots Market by Deployment Type

9.1.6.5 Malaysia Chatbots Market by Vertical

9.1.7 Rest of Asia-Pacific Chatbots Market

9.1.7.1 Rest of Asia-Pacific Chatbots Market by Type

9.1.7.1.1 Rest of Asia-Pacific Chatbots Market by Services Type

9.1.7.2 Rest of Asia-Pacific Chatbots Market by Usage

9.1.7.3 Rest of Asia-Pacific Chatbots Market by Organization Size

9.1.7.4 Rest of Asia-Pacific Chatbots Market by Deployment Type

9.1.7.5 Rest of Asia-Pacific Chatbots Market by Vertical

CHAPTER 10. COMPANY PROFILES

10.1 IBM Corporation

10.1.1 Company Overview

10.1.2 Financial Analysis

10.1.3 Segmental and Regional Analysis

10.1.4 Research & Development Expense

10.2 Nuance Communications, Inc.

10.2.1 Company Overview

10.2.2 Financial Analysis

10.2.3 Segmental and Regional Analysis

10.2.4 Research & Development Expense

10.3 Egain Corporation

10.3.1 Company Overview

10.3.2 Financial Analysis

10.3.3 Regional Analysis

10.3.4 Research & Development Expense

10.4 Next IT Corporation

10.4.1 Company Overview

10.4.2 Financial Analysis

10.4.3 Segmental and Regional Analysis

10.5 Google Inc. (Speaktoit, Inc.)

10.5.1 Company Overview

10.5.2 Financial Analysis

10.5.3 Segmental and Regional Analysis

10.5.4 Research & Development Expense

10.6 24/7 Customer, Inc.

10.6.1 Company Overview

10.7 CX Company

10.7.1 Company Overview

10.8 Creative Virtual Pvt. Ltd.

10.8.1 Company Overview

List Of Tables

LIST OF TABLES

Table 1 ASIA-PACIFIC CHATBOTS MARKET, 2013 - 2016, USD MILLION

Table 2 ASIA-PACIFIC CHATBOTS MARKET, 2017 - 2023, USD MILLION

Table 3 ASIA-PACIFIC CHATBOTS MARKET BY TYPE, 2013 - 2016, USD MILLION

Table 4 ASIA-PACIFIC CHATBOTS MARKET BY TYPE, 2017 - 2023, USD MILLION

Table 5 ASIA-PACIFIC CHATBOTS SOFTWARE MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 6 ASIA-PACIFIC CHATBOTS SOFTWARE MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 7 ASIA-PACIFIC CHATBOTS SERVICES MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 8 ASIA-PACIFIC CHATBOTS SERVICES MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 9 ASIA-PACIFIC CHATBOTS MARKET BY SERVICE TYPE, 2013 - 2016, USD MILLION

Table 10 ASIA-PACIFIC CHATBOTS MARKET BY SERVICE TYPE, 2017 - 2023, USD MILLION

Table 11 ASIA-PACIFIC CHATBOTS PROFESSIONAL SERVICES MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 12 ASIA-PACIFIC CHATBOTS PROFESSIONAL SERVICES MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 13 ASIA-PACIFIC CHATBOTS MANAGED SERVICES MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 14 ASIA-PACIFIC CHATBOTS MANAGED SERVICES MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 15 ASIA-PACIFIC CHATBOTS MARKET BY USAGE, 2013 - 2016, USD MILLION

Table 16 ASIA-PACIFIC CHATBOTS MARKET BY USAGE, 2017 - 2023, USD MILLION

Table 17 ASIA-PACIFIC WEBSITES CHATBOTS MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 18 ASIA-PACIFIC WEBSITES CHATBOTS MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 19 ASIA-PACIFIC CONTACT CENTERS CHATBOTS MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 20 ASIA-PACIFIC CONTACT CENTERS CHATBOTS MARKET BY COUNTRY,

2017 - 2023, USD MILLION

Table 21 ASIA-PACIFIC SOCIAL MEDIA CHATBOTS MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 22 ASIA-PACIFIC SOCIAL MEDIA CHATBOTS MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 23 ASIA-PACIFIC MOBILE PLATFORM CHATBOTS MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 24 ASIA-PACIFIC MOBILE PLATFORM CHATBOTS MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 25 ASIA-PACIFIC CHATBOTS MARKET BY ORGANIZATION SIZE, 2013 - 2016, USD MILLION

Table 26 ASIA-PACIFIC CHATBOTS MARKET BY ORGANIZATION SIZE, 2017 - 2023, USD MILLION

Table 27 ASIA-PACIFIC SMALL & MEDIUM ENTERPRISES CHATBOTS MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 28 ASIA-PACIFIC SMALL & MEDIUM ENTERPRISES CHATBOTS MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 29 ASIA-PACIFIC LARGE ENTERPRISES CHATBOTS MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 30 ASIA-PACIFIC LARGE ENTERPRISES CHATBOTS MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 31 ASIA-PACIFIC CHATBOTS MARKET BY DEPLOYMENT TYPE, 2013 - 2016, USD MILLION

Table 32 ASIA-PACIFIC CHATBOTS MARKET BY DEPLOYMENT TYPE, 2017 - 2023, USD MILLION

Table 33 ASIA-PACIFIC ON-PREMISE DEPLOYMENT CHATBOTS MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 34 ASIA-PACIFIC ON-PREMISE DEPLOYMENT CHATBOTS MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 35 ASIA-PACIFIC CLOUD DEPLOYMENT CHATBOTS MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 36 ASIA-PACIFIC CLOUD DEPLOYMENT CHATBOTS MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 37 ASIA-PACIFIC CHATBOTS MARKET BY VERTICAL, 2013 - 2016, USD MILLION

Table 38 ASIA-PACIFIC CHATBOTS MARKET BY VERTICAL, 2017 - 2023, USD MILLION

Table 39 ASIA-PACIFIC CHATBOTS IN BFSI MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 40 ASIA-PACIFIC CHATBOTS IN BFSI MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 41 ASIA-PACIFIC CHATBOTS IN COMMUNICATION MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 42 ASIA-PACIFIC CHATBOTS IN COMMUNICATION MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 43 ASIA-PACIFIC CHATBOTS IN UTILITIES MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 44 ASIA-PACIFIC CHATBOTS IN UTILITIES MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 45 ASIA-PACIFIC CHATBOTS IN HEALTHCARE MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 46 ASIA-PACIFIC CHATBOTS IN HEALTHCARE MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 47 ASIA-PACIFIC CHATBOTS IN TRAVEL & HOSPITALITY MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 48 ASIA-PACIFIC CHATBOTS IN TRAVEL & HOSPITALITY MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 49 ASIA-PACIFIC CHATBOTS IN GOVERNMENT MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 50 ASIA-PACIFIC CHATBOTS IN GOVERNMENT MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 51 ASIA-PACIFIC CHATBOTS IN RETAIL MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 52 ASIA-PACIFIC CHATBOTS IN RETAIL MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 53 ASIA-PACIFIC CHATBOTS IN EDUCATION MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 54 ASIA-PACIFIC CHATBOTS IN EDUCATION MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 55 ASIA-PACIFIC CHATBOTS IN OTHERS MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 56 ASIA-PACIFIC CHATBOTS IN OTHERS MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 57 ASIA-PACIFIC CHATBOTS MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 58 ASIA-PACIFIC CHATBOTS MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 59 CHINA CHATBOTS MARKET, 2013 - 2016, USD MILLION

Table 60 CHINA CHATBOTS MARKET, 2017 - 2023, USD MILLION

Table 61 CHINA CHATBOTS MARKET BY TYPE, 2013 - 2016, USD MILLION

Table 62 CHINA CHATBOTS MARKET BY TYPE, 2017 - 2023, USD MILLION

Table 63 CHINA CHATBOTS MARKET BY SERVICES TYPE, 2013 - 2016, USD MILLION

Table 64 CHINA CHATBOTS MARKET BY SERVICES TYPE, 2017 - 2023, USD MILLION

Table 65 CHINA CHATBOTS MARKET BY USAGE, 2013 - 2016, USD MILLION

Table 66 CHINA CHATBOTS MARKET BY USAGE, 2017 - 2023, USD MILLION

Table 67 CHINA CHATBOTS MARKET BY ORGANIZATION SIZE, 2013 - 2016, USD MILLION

Table 68 CHINA CHATBOTS MARKET BY ORGANIZATION SIZE, 2017 - 2023, USD MILLION

Table 69 CHINA CHATBOTS MARKET BY DEPLOYMENT TYPE, 2013 - 2016, USD MILLION

Table 70 CHINA CHATBOTS MARKET BY DEPLOYMENT TYPE, 2017 - 2023, USD MILLION

Table 71 CHINA CHATBOTS MARKET BY VERTICAL, 2013 - 2016, USD MILLION

Table 72 CHINA CHATBOTS MARKET BY VERTICAL, 2017 - 2023, USD MILLION

Table 73 JAPAN CHATBOTS MARKET, 2013 - 2016, USD MILLION

Table 74 JAPAN CHATBOTS MARKET, 2017 - 2023, USD MILLION

Table 75 JAPAN CHATBOTS MARKET BY TYPE, 2013 - 2016, USD MILLION

Table 76 JAPAN CHATBOTS MARKET BY TYPE, 2017 - 2023, USD MILLION

Table 77 JAPAN CHATBOTS MARKET BY SERVICES TYPE, 2013 - 2016, USD MILLION

Table 78 JAPAN CHATBOTS MARKET BY SERVICES TYPE, 2017 - 2023, USD MILLION

Table 79 JAPAN CHATBOTS MARKET BY USAGE, 2013 - 2016, USD MILLION

Table 80 JAPAN CHATBOTS MARKET BY USAGE, 2017 - 2023, USD MILLION

Table 81 JAPAN CHATBOTS MARKET BY ORGANIZATION SIZE, 2013 - 2016, USD MILLION

Table 82 JAPAN CHATBOTS MARKET BY ORGANIZATION SIZE, 2017 - 2023, USD MILLION

Table 83 JAPAN CHATBOTS MARKET BY DEPLOYMENT TYPE, 2013 - 2016, USD MILLION

Table 84 JAPAN CHATBOTS MARKET BY DEPLOYMENT TYPE, 2017 - 2023, USD MILLION

Table 85 JAPAN CHATBOTS MARKET BY VERTICAL, 2013 - 2016, USD MILLION

Table 86 JAPAN CHATBOTS MARKET BY VERTICAL, 2017 - 2023, USD MILLION

Table 87 INDIA CHATBOTS MARKET, 2013 - 2016, USD MILLION

Table 88 INDIA CHATBOTS MARKET, 2017 - 2023, USD MILLION

Table 89 INDIA CHATBOTS MARKET BY TYPE, 2013 - 2016, USD MILLION

Table 90 INDIA CHATBOTS MARKET BY TYPE, 2017 - 2023, USD MILLION

Table 91 INDIA CHATBOTS MARKET BY SERVICES TYPE, 2013 - 2016, USD MILLION

Table 92 INDIA CHATBOTS MARKET BY SERVICES TYPE, 2017 - 2023, USD MILLION

Table 93 INDIA CHATBOTS MARKET BY USAGE, 2013 - 2016, USD MILLION

Table 94 INDIA CHATBOTS MARKET BY USAGE, 2017 - 2023, USD MILLION

Table 95 INDIA CHATBOTS MARKET BY ORGANIZATION SIZE, 2013 - 2016, USD MILLION

Table 96 INDIA CHATBOTS MARKET BY ORGANIZATION SIZE, 2017 - 2023, USD MILLION

Table 97 INDIA CHATBOTS MARKET BY DEPLOYMENT TYPE, 2013 - 2016, USD MILLION

Table 98 INDIA CHATBOTS MARKET BY DEPLOYMENT TYPE, 2017 - 2023, USD MILLION

Table 99 INDIA CHATBOTS MARKET BY VERTICAL, 2013 - 2016, USD MILLION

Table 100 INDIA CHATBOTS MARKET BY VERTICAL, 2017 - 2023, USD MILLION

Table 101 SOUTH KOREA CHATBOTS MARKET, 2013 - 2016, USD MILLION

Table 102 SOUTH KOREA CHATBOTS MARKET, 2017 - 2023, USD MILLION

Table 103 SOUTH KOREA CHATBOTS MARKET BY TYPE, 2013 - 2016, USD MILLION

Table 104 SOUTH KOREA CHATBOTS MARKET BY TYPE, 2017 - 2023, USD MILLION

Table 105 SOUTH KOREA CHATBOTS MARKET BY SERVICES TYPE, 2013 - 2016, USD MILLION

Table 106 SOUTH KOREA CHATBOTS MARKET BY SERVICES TYPE, 2017 - 2023, USD MILLION

Table 107 SOUTH KOREA CHATBOTS MARKET BY USAGE, 2013 - 2016, USD MILLION

Table 108 SOUTH KOREA CHATBOTS MARKET BY USAGE, 2017 - 2023, USD MILLION

Table 109 SOUTH KOREA CHATBOTS MARKET BY ORGANIZATION SIZE, 2013 - 2016, USD MILLION

Table 110 SOUTH KOREA CHATBOTS MARKET BY ORGANIZATION SIZE, 2017 - 2023, USD MILLION

Table 111 SOUTH KOREA CHATBOTS MARKET BY DEPLOYMENT TYPE, 2013 -

2016, USD MILLION

Table 112 SOUTH KOREA CHATBOTS MARKET BY DEPLOYMENT TYPE, 2017 - 2023, USD MILLION

Table 113 SOUTH KOREA CHATBOTS MARKET BY VERTICAL, 2013 - 2016, USD MILLION

Table 114 SOUTH KOREA CHATBOTS MARKET BY VERTICAL, 2017 - 2023, USD MILLION

Table 115 SINGAPORE CHATBOTS MARKET, 2013 - 2016, USD MILLION

Table 116 SINGAPORE CHATBOTS MARKET, 2017 - 2023, USD MILLION

Table 117 SINGAPORE CHATBOTS MARKET BY TYPE, 2013 - 2016, USD MILLION

Table 118 SINGAPORE CHATBOTS MARKET BY TYPE, 2017 - 2023, USD MILLION

Table 119 SINGAPORE CHATBOTS MARKET BY SERVICES TYPE, 2013 - 2016, USD MILLION

Table 120 SINGAPORE CHATBOTS MARKET BY SERVICES TYPE, 2017 - 2023, USD MILLION

Table 121 SINGAPORE CHATBOTS MARKET BY USAGE, 2013 - 2016, USD MILLION

Table 122 SINGAPORE CHATBOTS MARKET BY USAGE, 2017 - 2023, USD MILLION

Table 123 SINGAPORE CHATBOTS MARKET BY ORGANIZATION SIZE, 2013 - 2016, USD MILLION

Table 124 SINGAPORE CHATBOTS MARKET BY ORGANIZATION SIZE, 2017 - 2023, USD MILLION

Table 125 SINGAPORE CHATBOTS MARKET BY DEPLOYMENT TYPE, 2013 - 2016, USD MILLION

Table 126 SINGAPORE CHATBOTS MARKET BY DEPLOYMENT TYPE, 2017 - 2023, USD MILLION

Table 127 SINGAPORE CHATBOTS MARKET BY VERTICAL, 2013 - 2016, USD MILLION

Table 128 SINGAPORE CHATBOTS MARKET BY VERTICAL, 2017 - 2023, USD MILLION

Table 129 MALAYSIA CHATBOTS MARKET, 2013 - 2016, USD MILLION

Table 130 MALAYSIA CHATBOTS MARKET, 2017 - 2023, USD MILLION

Table 131 MALAYSIA CHATBOTS MARKET BY TYPE, 2013 - 2016, USD MILLION

Table 132 MALAYSIA CHATBOTS MARKET BY TYPE, 2017 - 2023, USD MILLION

Table 133 MALAYSIA CHATBOTS MARKET BY SERVICES TYPE, 2013 - 2016, USD MILLION

Table 134 MALAYSIA CHATBOTS MARKET BY SERVICES TYPE, 2017 - 2023, USD MILLION

Table 135 MALAYSIA CHATBOTS MARKET BY USAGE, 2013 - 2016, USD MILLION

Table 136 MALAYSIA CHATBOTS MARKET BY USAGE, 2017 - 2023, USD MILLION

Table 137 MALAYSIA CHATBOTS MARKET BY ORGANIZATION SIZE, 2013 - 2016, USD MILLION

Table 138 MALAYSIA CHATBOTS MARKET BY ORGANIZATION SIZE, 2017 - 2023, USD MILLION

Table 139 MALAYSIA CHATBOTS MARKET BY DEPLOYMENT TYPE, 2013 - 2016, USD MILLION

Table 140 MALAYSIA CHATBOTS MARKET BY DEPLOYMENT TYPE, 2017 - 2023, USD MILLION

Table 141 MALAYSIA CHATBOTS MARKET BY VERTICAL, 2013 - 2016, USD MILLION

Table 142 MALAYSIA CHATBOTS MARKET BY VERTICAL, 2017 - 2023, USD MILLION

Table 143 REST OF ASIA-PACIFIC CHATBOTS MARKET, 2013 - 2016, USD MILLION

Table 144 REST OF ASIA-PACIFIC CHATBOTS MARKET, 2017 - 2023, USD MILLION

Table 145 REST OF ASIA-PACIFIC CHATBOTS MARKET BY TYPE, 2013 - 2016, USD MILLION

Table 146 REST OF ASIA-PACIFIC CHATBOTS MARKET BY TYPE, 2017 - 2023, USD MILLION

Table 147 REST OF ASIA-PACIFIC CHATBOTS MARKET BY SERVICES TYPE, 2013 - 2016, USD MILLION

Table 148 REST OF ASIA-PACIFIC CHATBOTS MARKET BY SERVICES TYPE, 2017 - 2023, USD MILLION

Table 149 REST OF ASIA-PACIFIC CHATBOTS MARKET BY USAGE, 2013 - 2016, USD MILLION

Table 150 REST OF ASIA-PACIFIC CHATBOTS MARKET BY USAGE, 2017 - 2023, USD MILLION

Table 151 REST OF ASIA-PACIFIC CHATBOTS MARKET BY ORGANIZATION SIZE, 2013 - 2016, USD MILLION

Table 152 REST OF ASIA-PACIFIC CHATBOTS MARKET BY ORGANIZATION SIZE, 2017 - 2023, USD MILLION

Table 153 REST OF ASIA-PACIFIC CHATBOTS MARKET BY DEPLOYMENT TYPE, 2013 - 2016, USD MILLION

Table 154 REST OF ASIA-PACIFIC CHATBOTS MARKET BY DEPLOYMENT TYPE, 2017 - 2023, USD MILLION

Table 155 REST OF ASIA-PACIFIC CHATBOTS MARKET BY VERTICAL, 2013 - 2016, USD MILLION

Table 156 REST OF ASIA-PACIFIC CHATBOTS MARKET BY VERTICAL, 2017 -

2023, USD MILLION

Table 157 KEY INFORMATION – IBM CORPORATION

Table 158 KEY INFORMATION - NUANCE COMMUNICATIONS, INC.

Table 159 KEY INFORMATION – EGAIN CORPORATION

Table 160 KEY INFORMATION – NEXT IT CORPORATION

Table 161 KEY INFORMATION – GOOGLE INC. (SPEAKTOIT, INC.)

Table 162 KEY INFORMATION – 24/7 CUSTOMER, INC.

Table 163 KEY INFORMATION – CX COMPANY

Table 164 KEY INFORMATION – CREATIVE VIRTUAL PVT. LTD.

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