

Global 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. 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.

The leading factors that are driving the widespread adoption of chatbots market are increasing demand for intelligent customer engagement process, growing market penetration of websites & mobile applications, and unprecedented demand for automated patient management tools within the healthcare sector.

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 region, Chatbots market is segmented into North America (US, Canada, Mexico and Rest of North America), Europe (Germany, UK, France, Russia, Spain, Italy and Rest of Europe), Asia Pacific (China, Japan, India, South Korea, Singapore, Malaysia and Rest of Asia Pacific) and Latin America, Middle East & Africa. North America remained the dominant region in the global Chatbots market in 2016. Asia Pacific 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 Global Chatbots Market, by Types
 - 1.4.2 Global Chatbots Market, by Usages
 - 1.4.3 Global Chatbots Market, by Organization Sizes
 - 1.4.4 Global Chatbots Market, by Deployment Types
 - 1.4.5 Global Chatbots Market, by Verticals
 - 1.4.6 Global Chatbots Market, by Geography
- 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. GLOBAL CHATBOTS MARKET

- 4.1 Global Chatbots Market by Type
 - 4.1.1 Global Chatbots Software Market by Region
 - 4.1.2 Global Chatbots Services Market by Region
 - 4.1.3 Global Chatbots Market by Service Type
 - 4.1.3.1 Global Chatbots Professional Services Market by Region
 - 4.1.3.2 Global Chatbots Managed Services Market by Region

CHAPTER 5. GLOBAL CHATBOTS MARKET BY USAGE

- 5.1 Introduction
 - 5.1.1 Global Websites Chatbots Market by Region

5.1.2 Global Contact Centers Chatbots Market by Region

5.1.3 Global Social Media Chatbots Market by Region

5.1.4 Global Mobile Platform Chatbots Market by Region

CHAPTER 6. GLOBAL CHATBOTS MARKET BY ORGANIZATION SIZE

6.1 Introduction

6.1.1 Global Small & Medium Enterprises Chatbots Market by Region

6.1.2 Global Large Enterprises Chatbots Market by Region

CHAPTER 7. GLOBAL CHATBOTS MARKET BY DEPLOYMENT TYPE

7.1 Introduction

7.1.1 Global On-Premise Deployment Chatbots Market by Region

7.1.2 Global Cloud Deployment Chatbots Market by Region

CHAPTER 8. GLOBAL CHATBOTS MARKET BY VERTICAL

8.1 Introduction

8.1.1 Global Chatbots in BFSI Market by Region

8.1.2 Global Chatbots in Communication Market by Region

8.1.3 Global Chatbots in Utilities Market by Region

8.1.4 Global Chatbots in Healthcare Market by Region

8.1.5 Global Chatbots in Travel & Hospitality Market by Region

8.1.6 Global Chatbots in Government Market by Region

8.1.7 Global Chatbots in Retail Market by Region

8.1.8 Global Chatbots in Education Market by Region

8.1.9 Global Chatbots in Others Market by Region

CHAPTER 9. GLOBAL CHATBOTS MARKET BY REGION

9.1 Introduction

9.2 North America Chatbots Market

9.2.1 North America Chatbots Market by Type

9.2.1.1 North America Chatbots Software Market by Country

9.2.1.2 North America Chatbots Services Market by Country

9.2.1.3 North America Chatbots Market by Service Type

9.2.1.3.1 North America Chatbots Professional Services Market by Country

9.2.1.3.2 North America Chatbots Managed Services Market by Country

9.2.2 North America Chatbots Market by Usage

9.2.2.1 North America Websites Chatbots Market by Country

9.2.2.2 North America Contact Centers Chatbots Market by Country

9.2.2.3 North America Social Media Chatbots Market by Country

9.2.2.4 North America Mobile Platform Chatbots Market by Country

9.2.3 North America Chatbots Market by Organization Size

9.2.3.1 North America Small & Medium Enterprises Chatbots Market by Country

9.2.3.2 North America Large Enterprises Chatbots Market by Country

9.2.4 North America Chatbots Market by Deployment Type

9.2.4.1 North America On-Premise Deployment Chatbots Market by Country

9.2.4.2 North America Cloud Deployment Chatbots Market by Country

9.2.5 North America Chatbots Market by Vertical

9.2.5.1 North America Chatbots in BFSI Market by Country

9.2.5.2 North America Chatbots in Communication Market by Country

9.2.5.3 North America Chatbots in Utilities Market by Country

9.2.5.4 North America Chatbots in Healthcare Market by Country

9.2.5.5 North America Chatbots in Travel & Hospitality Market by Country

9.2.5.6 North America Chatbots in Government Market by Country

9.2.5.7 North America Chatbots in Retail Market by Country

9.2.5.8 North America Chatbots in Education Market by Country

9.2.5.9 North America Chatbots in Others Market by Country

9.2.6 North America Chatbots Market by Country

9.2.6.1 US Chatbots Market

9.2.6.1.1 US Chatbots Market by Type

9.2.6.1.2 US Chatbots Market by Usage

9.2.6.1.3 US Chatbots Market by Organization Size

9.2.6.1.4 US Chatbots Market by Deployment Type

9.2.6.1.5 US Chatbots Market by Vertical

9.2.6.2 Canada Chatbots Market

9.2.6.2.1 Canada Chatbots Market by Type

9.2.6.2.2 Canada Chatbots Market by Usage

9.2.6.2.3 Canada Chatbots Market by Organization Size

9.2.6.2.4 Canada Chatbots Market by Deployment Type

9.2.6.2.5 Canada Chatbots Market by Vertical

9.2.6.3 Mexico Chatbots Market

9.2.6.3.1 Mexico Chatbots Market by Type

9.2.6.3.2 Mexico Chatbots Market by Usage

9.2.6.3.3 Mexico Chatbots Market by Organization Size

9.2.6.3.4 Mexico Chatbots Market by Deployment Type

- 9.2.6.3.5 Mexico Chatbots Market by Vertical
- 9.2.6.4 Rest of North America Chatbots Market
 - 9.2.6.4.1 Rest of North America Chatbots Market by Type
 - 9.2.6.4.2 Rest of North America Chatbots Market by Usage
 - 9.2.6.4.3 Rest of North America Chatbots Market by Organization Size
 - 9.2.6.4.4 Rest of North America Chatbots Market by Deployment Type
 - 9.2.6.4.5 Rest of North America Chatbots Market by Vertical
- 9.3 Europe Chatbots Market
 - 9.3.1 Europe Chatbots Market by Type
 - 9.3.1.1 Europe Chatbots Software Market by Country
 - 9.3.1.2 Europe Chatbots Services Market by Country
 - 9.3.1.3 Europe Chatbots Market by Service Type
 - 9.3.1.3.1 Europe Chatbots Professional Services Market by Country
 - 9.3.1.3.2 Europe Chatbots Managed Services Market by Country
 - 9.3.2 Europe Chatbots Market by Usage
 - 9.3.2.1 Europe Websites Chatbots Market by Country
 - 9.3.2.2 Europe Contact Centers Chatbots Market by Country
 - 9.3.2.3 Europe Social Media Chatbots Market by Country
 - 9.3.2.4 Europe Mobile Platform Chatbots Market by Country
 - 9.3.3 Europe Chatbots Market by Organization Size
 - 9.3.3.1 Europe Small & Medium Enterprises Chatbots Market by Country
 - 9.3.3.2 Europe Large Enterprises Chatbots Market by Country
 - 9.3.4 Europe Chatbots Market by Deployment Type
 - 9.3.4.1 Europe On-Premise Deployment Chatbots Market by Country
 - 9.3.4.2 Europe Cloud Deployment Chatbots Market by Country
 - 9.3.5 Europe Chatbots Market by Vertical
 - 9.3.5.1 Europe Chatbots in BFSI Market by Country
 - 9.3.5.2 Europe Chatbots in Communication Market by Country
 - 9.3.5.3 Europe Chatbots in Utilities Market by Country
 - 9.3.5.4 Europe Chatbots in Healthcare Market by Country
 - 9.3.5.5 Europe Chatbots in Travel & Hospitality Market by Country
 - 9.3.5.6 Europe Chatbots in Government Market by Country
 - 9.3.5.7 Europe Chatbots in Retail Market by Country
 - 9.3.5.8 Europe Chatbots in Education Market by Country
 - 9.3.5.9 Europe Chatbots in Others Market by Country
 - 9.3.6 Europe Chatbots Market by Country
 - 9.3.6.1 Germany Chatbots Market
 - 9.3.6.1.1 Germany Chatbots Market by Type
 - 9.3.6.1.2 Germany Chatbots Market by Usage

- 9.3.6.1.3 Germany Chatbots Market by Organization Size
- 9.3.6.1.4 Germany Chatbots Market by Deployment Type
- 9.3.6.1.5 Germany Chatbots Market by Vertical
- 9.3.6.2 UK Chatbots Market
 - 9.3.6.2.1 UK Chatbots Market by Type
 - 9.3.6.2.2 UK Chatbots Market by Usage
 - 9.3.6.2.3 UK Chatbots Market by Organization Size
 - 9.3.6.2.4 UK Chatbots Market by Deployment Type
 - 9.3.6.2.5 UK Chatbots Market by Vertical
- 9.3.6.3 France Chatbots Market
 - 9.3.6.3.1 France Chatbots Market by Type
 - 9.3.6.3.2 France Chatbots Market by Usage
 - 9.3.6.3.3 France Chatbots Market by Organization Size
 - 9.3.6.3.4 France Chatbots Market by Deployment Type
 - 9.3.6.3.5 France Chatbots Market by Vertical
- 9.3.6.4 Russia Chatbots Market
 - 9.3.6.4.1 Russia Chatbots Market by Type
 - 9.3.6.4.2 Russia Chatbots Market by Usage
 - 9.3.6.4.3 Russia Chatbots Market by Organization Size
 - 9.3.6.4.4 Russia Chatbots Market by Deployment Type
 - 9.3.6.4.5 Russia Chatbots Market by Vertical
- 9.3.6.5 Spain Chatbots Market
 - 9.3.6.5.1 Spain Chatbots Market by Type
 - 9.3.6.5.2 Spain Chatbots Market by Usage
 - 9.3.6.5.3 Spain Chatbots Market by Organization Size
 - 9.3.6.5.4 Spain Chatbots Market by Deployment Type
 - 9.3.6.5.5 Spain Chatbots Market by Vertical
- 9.3.6.6 Italy Chatbots Market
 - 9.3.6.6.1 Italy Chatbots Market by Type
 - 9.3.6.6.2 Italy Chatbots Market by Usage
 - 9.3.6.6.3 Italy Chatbots Market by Organization Size
 - 9.3.6.6.4 Italy Chatbots Market by Deployment Type
 - 9.3.6.6.5 Italy Chatbots Market by Vertical
- 9.3.6.7 Rest of Europe Chatbots Market
 - 9.3.6.7.1 Rest of Europe Chatbots Market by Type
 - 9.3.6.7.2 Rest of Europe Chatbots Market by Usage
 - 9.3.6.7.3 Rest of Europe Chatbots Market by Organization Size
 - 9.3.6.7.4 Rest of Europe Chatbots Market by Deployment Type
 - 9.3.6.7.5 Rest of Europe Chatbots Market by Vertical

9.4 Asia-Pacific Chatbots Market

9.4.1 Asia-Pacific Chatbots Market by Type

9.4.1.1 Asia-Pacific Chatbots Software Market by Country

9.4.1.2 Asia-Pacific Chatbots Services Market by Country

9.4.1.3 Asia-Pacific Chatbots Market by Service Type

9.4.1.3.1 Asia-Pacific Chatbots Professional Services Market by Country

9.4.1.3.2 Asia-Pacific Chatbots Managed Services Market by Country

9.4.2 Asia-Pacific Chatbots Market by Usage

9.4.2.1 Asia-Pacific Websites Chatbots Market by Country

9.4.2.2 Asia-Pacific Contact Centers Chatbots Market by Country

9.4.2.3 Asia-Pacific Social Media Chatbots Market by Country

9.4.2.4 Asia-Pacific Mobile Platform Chatbots Market by Country

9.4.3 Asia-Pacific Chatbots Market by Organization Size

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

9.4.3.2 Asia-Pacific Large Enterprises Chatbots Market by Country

9.4.4 Asia-Pacific Chatbots Market by Deployment Type

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

9.4.4.2 Asia-Pacific Cloud Deployment Chatbots Market by Country

9.4.5 Asia-Pacific Chatbots Market by Vertical

9.4.5.1 Asia-Pacific Chatbots in BFSI Market by Country

9.4.5.2 Asia-Pacific Chatbots in Communication Market by Country

9.4.5.3 Asia-Pacific Chatbots in Utilities Market by Country

9.4.5.4 Asia-Pacific Chatbots in Healthcare Market by Country

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

9.4.5.6 Asia-Pacific Chatbots in Government Market by Country

9.4.5.7 Asia-Pacific Chatbots in Retail Market by Country

9.4.5.8 Asia-Pacific Chatbots in Education Market by Country

9.4.5.9 Asia-Pacific Chatbots in Others Market by Country

9.4.6 Asia-Pacific Chatbots Market by Country

9.4.6.1 China Chatbots Market

9.4.6.1.1 China Chatbots Market by Type

9.4.6.1.2 China Chatbots Market by Usage

9.4.6.1.3 China Chatbots Market by Organization Size

9.4.6.1.4 China Chatbots Market by Deployment Type

9.4.6.1.5 China Chatbots Market by Vertical

9.4.6.2 Japan Chatbots Market

9.4.6.2.1 Japan Chatbots Market by Type

9.4.6.2.2 Japan Chatbots Market by Usage

9.4.6.2.3 Japan Chatbots Market by Organization Size

- 9.4.6.2.4 Japan Chatbots Market by Deployment Type
- 9.4.6.2.5 Japan Chatbots Market by Vertical
- 9.4.6.3 India Chatbots Market
 - 9.4.6.3.1 India Chatbots Market by Type
 - 9.4.6.3.2 India Chatbots Market by Usage
 - 9.4.6.3.3 India Chatbots Market by Organization Size
 - 9.4.6.3.4 India Chatbots Market by Deployment Type
 - 9.4.6.3.5 India Chatbots Market by Vertical
- 9.4.6.4 South Korea Chatbots Market
 - 9.4.6.4.1 South Korea Chatbots Market by Type
 - 9.4.6.4.2 South Korea Chatbots Market by Usage
 - 9.4.6.4.3 South Korea Chatbots Market by Organization Size
 - 9.4.6.4.4 South Korea Chatbots Market by Deployment Type
 - 9.4.6.4.5 South Korea Chatbots Market by Vertical
- 9.4.6.5 Singapore Chatbots Market
 - 9.4.6.5.1 Singapore Chatbots Market by Type
 - 9.4.6.5.2 Singapore Chatbots Market by Usage
 - 9.4.6.5.3 Singapore Chatbots Market by Organization Size
 - 9.4.6.5.4 Singapore Chatbots Market by Deployment Type
 - 9.4.6.5.5 Singapore Chatbots Market by Vertical
- 9.4.6.6 Malaysia Chatbots Market
 - 9.4.6.6.1 Malaysia Chatbots Market by Type
 - 9.4.6.6.2 Malaysia Chatbots Market by Usage
 - 9.4.6.6.3 Malaysia Chatbots Market by Organization Size
 - 9.4.6.6.4 Malaysia Chatbots Market by Deployment Type
 - 9.4.6.6.5 Malaysia Chatbots Market by Vertical
- 9.4.6.7 Rest of Asia-Pacific Chatbots Market
 - 9.4.6.7.1 Rest of Asia-Pacific Chatbots Market by Type
 - 9.4.6.7.2 Rest of Asia-Pacific Chatbots Market by Usage
 - 9.4.6.7.3 Rest of Asia-Pacific Chatbots Market by Organization Size
 - 9.4.6.7.4 Rest of Asia-Pacific Chatbots Market by Deployment Type
 - 9.4.6.7.5 Rest of Asia-Pacific Chatbots Market by Vertical
- 9.5 LAMEA Chatbots Market
 - 9.5.1 LAMEA Chatbots Market by Type
 - 9.5.1.1 LAMEA Chatbots Software Market by Country
 - 9.5.1.2 LAMEA Chatbots Services Market by Country
 - 9.5.1.3 LAMEA Chatbots Market by Service Type
 - 9.5.1.3.1 LAMEA Chatbots Professional Services Market by Country
 - 9.5.1.3.2 LAMEA Chatbots Managed Services Market by Country

9.5.2 LAMEA Chatbots Market by Usage

9.5.2.1 LAMEA Websites Chatbots Market by Country

9.5.2.2 LAMEA Contact Centers Chatbots Market by Country

9.5.2.3 LAMEA Social Media Chatbots Market by Country

9.5.2.4 LAMEA Mobile Platform Chatbots Market by Country

9.5.3 LAMEA Chatbots Market by Organization Size

9.5.3.1 LAMEA Small & Medium Enterprises Chatbots Market by Country

9.5.3.2 LAMEA Large Enterprises Chatbots Market by Country

9.5.4 LAMEA Chatbots Market by Deployment Type

9.5.4.1 LAMEA On-Premise Deployment Chatbots Market by Country

9.5.4.2 LAMEA Cloud Deployment Chatbots Market by Country

9.5.5 LAMEA Chatbots Market by Vertical

9.5.5.1 LAMEA Chatbots in BFSI Market by Country

9.5.5.2 LAMEA Chatbots in Communication Market by Country

9.5.5.3 LAMEA Chatbots in Utilities Market by Country

9.5.5.4 LAMEA Chatbots in Healthcare Market by Country

9.5.5.5 LAMEA Chatbots in Travel & Hospitality Market by Country

9.5.5.6 LAMEA Chatbots in Government Market by Country

9.5.5.7 LAMEA Chatbots in Retail Market by Country

9.5.5.8 LAMEA Chatbots in Education Market by Country

9.5.5.9 LAMEA Chatbots in Others Market by Country

9.5.6 LAMEA Chatbots Market by Country

9.5.6.1 Brazil Chatbots Market

9.5.6.1.1 Brazil Chatbots Market by Type

9.5.6.1.2 Brazil Chatbots Market by Usage

9.5.6.1.3 Brazil Chatbots Market by Organization Size

9.5.6.1.4 Brazil Chatbots Market by Deployment Type

9.5.6.1.5 Brazil Chatbots Market by Vertical

9.5.6.2 Argentina Chatbots Market

9.5.6.2.1 Argentina Chatbots Market by Type

9.5.6.2.2 Argentina Chatbots Market by Usage

9.5.6.2.3 Argentina Chatbots Market by Organization Size

9.5.6.2.4 Argentina Chatbots Market by Deployment Type

9.5.6.2.5 Argentina Chatbots Market by Vertical

9.5.6.3 UAE Chatbots Market

9.5.6.3.1 UAE Chatbots Market by Type

9.5.6.3.2 UAE Chatbots Market by Usage

9.5.6.3.3 UAE Chatbots Market by Organization Size

9.5.6.3.4 UAE Chatbots Market by Deployment Type

- 9.5.6.3.5 UAE Chatbots Market by Vertical
- 9.5.6.4 Saudi Arabia Chatbots Market
 - 9.5.6.4.1 Saudi Arabia Chatbots Market by Type
 - 9.5.6.4.2 Saudi Arabia Chatbots Market by Usage
 - 9.5.6.4.3 Saudi Arabia Chatbots Market by Organization Size
 - 9.5.6.4.4 Saudi Arabia Chatbots Market by Deployment Type
 - 9.5.6.4.5 Saudi Arabia Chatbots Market by Vertical
- 9.5.6.5 South Africa Chatbots Market
 - 9.5.6.5.1 South Africa Chatbots Market by Type
 - 9.5.6.5.2 South Africa Chatbots Market by Usage
 - 9.5.6.5.3 South Africa Chatbots Market by Organization Size
 - 9.5.6.5.4 South Africa Chatbots Market by Deployment Type
 - 9.5.6.5.5 South Africa Chatbots Market by Vertical
- 9.5.6.6 Nigeria Chatbots Market
 - 9.5.6.6.1 Nigeria Chatbots Market by Type
 - 9.5.6.6.2 Nigeria Chatbots Market by Usage
 - 9.5.6.6.3 Nigeria Chatbots Market by Organization Size
 - 9.5.6.6.4 Nigeria Chatbots Market by Deployment Type
 - 9.5.6.6.5 Nigeria Chatbots Market by Vertical
- 9.5.6.7 Rest of LAMEA Chatbots Market
 - 9.5.6.7.1 Rest of LAMEA Chatbots Market by Type
 - 9.5.6.7.2 Rest of LAMEA Chatbots Market by Usage
 - 9.5.6.7.3 Rest of LAMEA Chatbots Market by Organization Size
 - 9.5.6.7.4 Rest of LAMEA Chatbots Market by Deployment Type
 - 9.5.6.7.5 Rest of LAMEA 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 GLOBAL CHATBOTS MARKET, 2013 - 2016, USD MILLION

Table 2 GLOBAL CHATBOTS MARKET, 2017 - 2023, USD MILLION

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

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

Table 5 GLOBAL CHATBOTS SOFTWARE MARKET BY REGION, 2013 - 2016, USD MILLION

Table 6 GLOBAL CHATBOTS SOFTWARE MARKET BY REGION, 2017 - 2023, USD MILLION

Table 7 GLOBAL CHATBOTS SERVICES MARKET BY REGION, 2013 - 2016, USD MILLION

Table 8 GLOBAL CHATBOTS SERVICES MARKET BY REGION, 2017 - 2023, USD MILLION

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

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

Table 11 GLOBAL CHATBOTS PROFESSIONAL SERVICES MARKET BY REGION, 2013 - 2016, USD MILLION

Table 12 GLOBAL CHATBOTS PROFESSIONAL SERVICES MARKET BY REGION, 2017 - 2023, USD MILLION

Table 13 GLOBAL CHATBOTS MANAGED SERVICES MARKET BY REGION, 2013 - 2016, USD MILLION

Table 14 GLOBAL CHATBOTS MANAGED SERVICES MARKET BY REGION, 2017 - 2023, USD MILLION

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

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

Table 17 GLOBAL WEBSITES CHATBOTS MARKET BY REGION, 2013 - 2016, USD MILLION

Table 18 GLOBAL WEBSITES CHATBOTS MARKET BY REGION, 2017 - 2023, USD MILLION

Table 19 GLOBAL CONTACT CENTERS CHATBOTS MARKET BY REGION, 2013 - 2016, USD MILLION

Table 20 GLOBAL CONTACT CENTERS CHATBOTS MARKET BY REGION, 2017 - 2023, USD MILLION

Table 21 GLOBAL SOCIAL MEDIA CHATBOTS MARKET BY REGION, 2013 - 2016,

USD MILLION

Table 22 GLOBAL SOCIAL MEDIA CHATBOTS MARKET BY REGION, 2017 - 2023,
USD MILLION

Table 23 GLOBAL MOBILE PLATFORM CHATBOTS MARKET BY REGION, 2013 -
2016, USD MILLION

Table 24 GLOBAL MOBILE PLATFORM CHATBOTS MARKET BY REGION, 2017 -
2023, USD MILLION

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

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

Table 27 GLOBAL SMALL & MEDIUM ENTERPRISES CHATBOTS MARKET BY
REGION, 2013 - 2016, USD MILLION

Table 28 GLOBAL SMALL & MEDIUM ENTERPRISES CHATBOTS MARKET BY
REGION, 2017 - 2023, USD MILLION

Table 29 GLOBAL LARGE ENTERPRISES CHATBOTS MARKET BY REGION, 2013 -
2016, USD MILLION

Table 30 GLOBAL LARGE ENTERPRISES CHATBOTS MARKET BY REGION, 2017 -
2023, USD MILLION

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

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

Table 33 GLOBAL ON-PREMISE DEPLOYMENT CHATBOTS MARKET BY REGION,
2013 - 2016, USD MILLION

Table 34 GLOBAL ON-PREMISE DEPLOYMENT CHATBOTS MARKET BY REGION,
2017 - 2023, USD MILLION

Table 35 GLOBAL CLOUD DEPLOYMENT CHATBOTS MARKET BY REGION, 2013 -
2016, USD MILLION

Table 36 GLOBAL CLOUD DEPLOYMENT CHATBOTS MARKET BY REGION, 2017 -
2023, USD MILLION

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

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

Table 39 GLOBAL CHATBOTS IN BFSI MARKET BY REGION, 2013 - 2016, USD
MILLION

Table 40 GLOBAL CHATBOTS IN BFSI MARKET BY REGION, 2017 - 2023, USD
MILLION

Table 41 GLOBAL CHATBOTS IN COMMUNICATION MARKET BY REGION, 2013 -
2016, USD MILLION

Table 42 GLOBAL CHATBOTS IN COMMUNICATION MARKET BY REGION, 2017 - 2023, USD MILLION

Table 43 GLOBAL CHATBOTS IN UTILITIES MARKET BY REGION, 2013 - 2016, USD MILLION

Table 44 GLOBAL CHATBOTS IN UTILITIES MARKET BY REGION, 2017 - 2023, USD MILLION

Table 45 GLOBAL CHATBOTS IN HEALTHCARE MARKET BY REGION, 2013 - 2016, USD MILLION

Table 46 GLOBAL CHATBOTS IN HEALTHCARE MARKET BY REGION, 2017 - 2023, USD MILLION

Table 47 GLOBAL CHATBOTS IN TRAVEL & HOSPITALITY MARKET BY REGION, 2013 - 2016, USD MILLION

Table 48 GLOBAL CHATBOTS IN TRAVEL & HOSPITALITY MARKET BY REGION, 2017 - 2023, USD MILLION

Table 49 GLOBAL CHATBOTS IN GOVERNMENT MARKET BY REGION, 2013 - 2016, USD MILLION

Table 50 GLOBAL CHATBOTS IN GOVERNMENT MARKET BY REGION, 2017 - 2023, USD MILLION

Table 51 GLOBAL CHATBOTS IN RETAIL MARKET BY REGION, 2013 - 2016, USD MILLION

Table 52 GLOBAL CHATBOTS IN RETAIL MARKET BY REGION, 2017 - 2023, USD MILLION

Table 53 GLOBAL CHATBOTS IN EDUCATION MARKET BY REGION, 2013 - 2016, USD MILLION

Table 54 GLOBAL CHATBOTS IN EDUCATION MARKET BY REGION, 2017 - 2023, USD MILLION

Table 55 GLOBAL CHATBOTS IN OTHERS MARKET BY REGION, 2013 - 2016, USD MILLION

Table 56 GLOBAL CHATBOTS IN OTHERS MARKET BY REGION, 2017 - 2023, USD MILLION

Table 57 GLOBAL CHATBOTS MARKET BY REGION, 2013 - 2016, USD MILLION

Table 58 GLOBAL CHATBOTS MARKET BY REGION, 2017 - 2023, USD MILLION

Table 59 NORTH AMERICA CHATBOTS MARKET, 2013 - 2016, USD MILLION

Table 60 NORTH AMERICA CHATBOTS MARKET, 2017 - 2023, USD MILLION

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

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

Table 63 NORTH AMERICA CHATBOTS SOFTWARE MARKET BY COUNTRY, 2013 -

2016, USD MILLION

Table 64 NORTH AMERICA CHATBOTS SOFTWARE MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 65 NORTH AMERICA CHATBOTS SERVICES MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 66 NORTH AMERICA CHATBOTS SERVICES MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 67 NORTH AMERICA CHATBOTS MARKET BY SERVICE TYPE, 2013 - 2016, USD MILLION

Table 68 NORTH AMERICA CHATBOTS MARKET BY SERVICE TYPE, 2017 - 2023, USD MILLION

Table 69 NORTH AMERICA CHATBOTS PROFESSIONAL SERVICES MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 70 NORTH AMERICA CHATBOTS PROFESSIONAL SERVICES MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 71 NORTH AMERICA CHATBOTS MANAGED SERVICES MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 72 NORTH AMERICA CHATBOTS MANAGED SERVICES MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 73 NORTH AMERICA CHATBOTS MARKET BY USAGE, 2013 - 2016, USD MILLION

Table 74 NORTH AMERICA CHATBOTS MARKET BY USAGE, 2017 - 2023, USD MILLION

Table 75 NORTH AMERICA WEBSITES CHATBOTS MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 76 NORTH AMERICA WEBSITES CHATBOTS MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 77 NORTH AMERICA CONTACT CENTERS CHATBOTS MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 78 NORTH AMERICA CONTACT CENTERS CHATBOTS MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 79 NORTH AMERICA SOCIAL MEDIA CHATBOTS MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 80 NORTH AMERICA SOCIAL MEDIA CHATBOTS MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 81 NORTH AMERICA MOBILE PLATFORM CHATBOTS MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 82 NORTH AMERICA MOBILE PLATFORM CHATBOTS MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 83 NORTH AMERICA CHATBOTS MARKET BY ORGANIZATION SIZE, 2013 - 2016, USD MILLION

Table 84 NORTH AMERICA CHATBOTS MARKET BY ORGANIZATION SIZE, 2017 - 2023, USD MILLION

Table 85 NORTH AMERICA SMALL & MEDIUM ENTERPRISES CHATBOTS MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 86 NORTH AMERICA SMALL & MEDIUM ENTERPRISES CHATBOTS MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 87 NORTH AMERICA LARGE ENTERPRISES CHATBOTS MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 88 NORTH AMERICA LARGE ENTERPRISES CHATBOTS MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 89 NORTH AMERICA CHATBOTS MARKET BY DEPLOYMENT TYPE, 2013 - 2016, USD MILLION

Table 90 NORTH AMERICA CHATBOTS MARKET BY DEPLOYMENT TYPE, 2017 - 2023, USD MILLION

Table 91 NORTH AMERICA ON-PREMISE DEPLOYMENT CHATBOTS MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 92 NORTH AMERICA ON-PREMISE DEPLOYMENT CHATBOTS MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 93 NORTH AMERICA CLOUD DEPLOYMENT CHATBOTS MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 94 NORTH AMERICA CLOUD DEPLOYMENT CHATBOTS MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 95 NORTH AMERICA CHATBOTS MARKET BY VERTICAL, 2013 - 2016, USD MILLION

Table 96 NORTH AMERICA CHATBOTS MARKET BY VERTICAL, 2017 - 2023, USD MILLION

Table 97 NORTH AMERICA CHATBOTS IN BFSI MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 98 NORTH AMERICA CHATBOTS IN BFSI MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 99 NORTH AMERICA CHATBOTS IN COMMUNICATION MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 100 NORTH AMERICA CHATBOTS IN COMMUNICATION MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 101 NORTH AMERICA CHATBOTS IN UTILITIES MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 102 NORTH AMERICA CHATBOTS IN UTILITIES MARKET BY COUNTRY,

2017 - 2023, USD MILLION

Table 103 NORTH AMERICA CHATBOTS IN HEALTHCARE MARKET BY COUNTRY,
2013 - 2016, USD MILLION

Table 104 NORTH AMERICA CHATBOTS IN HEALTHCARE MARKET BY COUNTRY,
2017 - 2023, USD MILLION

Table 105 NORTH AMERICA CHATBOTS IN TRAVEL & HOSPITALITY MARKET BY
COUNTRY, 2013 - 2016, USD MILLION

Table 106 NORTH AMERICA CHATBOTS IN TRAVEL & HOSPITALITY MARKET BY
COUNTRY, 2017 - 2023, USD MILLION

Table 107 NORTH AMERICA CHATBOTS IN GOVERNMENT MARKET BY
COUNTRY, 2013 - 2016, USD MILLION

Table 108 NORTH AMERICA CHATBOTS IN GOVERNMENT MARKET BY
COUNTRY, 2017 - 2023, USD MILLION

Table 109 NORTH AMERICA CHATBOTS IN RETAIL MARKET BY COUNTRY, 2013 -
2016, USD MILLION

Table 110 NORTH AMERICA CHATBOTS IN RETAIL MARKET BY COUNTRY, 2017 -
2023, USD MILLION

Table 111 NORTH AMERICA CHATBOTS IN EDUCATION MARKET BY COUNTRY,
2013 - 2016, USD MILLION

Table 112 NORTH AMERICA CHATBOTS IN EDUCATION MARKET BY COUNTRY,
2017 - 2023, USD MILLION

Table 113 NORTH AMERICA CHATBOTS IN OTHERS MARKET BY COUNTRY, 2013
- 2016, USD MILLION

Table 114 NORTH AMERICA CHATBOTS IN OTHERS MARKET BY COUNTRY, 2017
- 2023, USD MILLION

Table 115 NORTH AMERICA CHATBOTS MARKET BY COUNTRY, 2013 - 2016, USD
MILLION

Table 116 NORTH AMERICA CHATBOTS MARKET BY COUNTRY, 2017 - 2023, USD
MILLION

Table 117 US CHATBOTS MARKET, 2013 - 2016, USD MILLION

Table 118 US CHATBOTS MARKET, 2017 - 2023, USD MILLION

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

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

Table 121 US CHATBOTS MARKET BY SERVICES TYPE, 2013 - 2016, USD MILLION

Table 122 US CHATBOTS MARKET BY SERVICES TYPE, 2017 - 2023, USD MILLION

Table 123 US CHATBOTS MARKET BY USAGE, 2013 - 2016, USD MILLION

Table 124 US CHATBOTS MARKET BY USAGE, 2017 - 2023, USD MILLION

Table 125 US CHATBOTS MARKET BY ORGANIZATION SIZE, 2013 - 2016, USD
MILLION

Table 126 US CHATBOTS MARKET BY ORGANIZATION SIZE, 2017 - 2023, USD MILLION

Table 127 US CHATBOTS MARKET BY DEPLOYMENT TYPE, 2013 - 2016, USD MILLION

Table 128 US CHATBOTS MARKET BY DEPLOYMENT TYPE, 2017 - 2023, USD MILLION

Table 129 US CHATBOTS MARKET BY VERTICAL, 2013 - 2016, USD MILLION

Table 130 US CHATBOTS MARKET BY VERTICAL, 2017 - 2023, USD MILLION

Table 131 CANADA CHATBOTS MARKET, 2013 - 2016, USD MILLION

Table 132 CANADA CHATBOTS MARKET, 2017 - 2023, USD MILLION

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

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

Table 135 CANADA CHATBOTS MARKET BY SERVICES TYPE, 2013 - 2016, USD MILLION

Table 136 CANADA CHATBOTS MARKET BY SERVICES TYPE, 2017 - 2023, USD MILLION

Table 137 CANADA CHATBOTS MARKET BY USAGE, 2013 - 2016, USD MILLION

Table 138 CANADA CHATBOTS MARKET BY USAGE, 2017 - 2023, USD MILLION

Table 139 CANADA CHATBOTS MARKET BY ORGANIZATION SIZE, 2013 - 2016, USD MILLION

Table 140 CANADA CHATBOTS MARKET BY ORGANIZATION SIZE, 2017 - 2023, USD MILLION

Table 141 CANADA CHATBOTS MARKET BY DEPLOYMENT TYPE, 2013 - 2016, USD MILLION

Table 142 CANADA CHATBOTS MARKET BY DEPLOYMENT TYPE, 2017 - 2023, USD MILLION

Table 143 CANADA CHATBOTS MARKET BY VERTICAL, 2013 - 2016, USD MILLION

Table 144 CANADA CHATBOTS MARKET BY VERTICAL, 2017 - 2023, USD MILLION

Table 145 MEXICO CHATBOTS MARKET, 2013 - 2016, USD MILLION

Table 146 MEXICO CHATBOTS MARKET, 2017 - 2023, USD MILLION

Table 147 MEXICO CHATBOTS MARKET BY TYPE, 2013 - 2016, USD MILLION

Table 148 MEXICO CHATBOTS MARKET BY TYPE, 2017 - 2023, USD MILLION

Table 149 MEXICO CHATBOTS MARKET BY SERVICES TYPE, 2013 - 2016, USD MILLION

Table 150 MEXICO CHATBOTS MARKET BY SERVICES TYPE, 2017 - 2023, USD MILLION

Table 151 MEXICO CHATBOTS MARKET BY USAGE, 2013 - 2016, USD MILLION

Table 152 MEXICO CHATBOTS MARKET BY USAGE, 2017 - 2023, USD MILLION

Table 153 MEXICO CHATBOTS MARKET BY ORGANIZATION SIZE, 2013 - 2016,

USD MILLION

Table 154 MEXICO CHATBOTS MARKET BY ORGANIZATION SIZE, 2017 - 2023,
USD MILLION

Table 155 MEXICO CHATBOTS MARKET BY DEPLOYMENT TYPE, 2013 - 2016,
USD MILLION

Table 156 MEXICO CHATBOTS MARKET BY DEPLOYMENT TYPE, 2017 - 2023,
USD MILLION

Table 157 MEXICO CHATBOTS MARKET BY VERTICAL, 2013 - 2016, USD MILLION

Table 158 MEXICO CHATBOTS MARKET BY VERTICAL, 2017 - 2023, USD MILLION

Table 159 REST OF NORTH AMERICA CHATBOTS MARKET, 2013 - 2016, USD
MILLION

Table 160 REST OF NORTH AMERICA CHATBOTS MARKET, 2017 - 2023, USD
MILLION

Table 161 REST OF NORTH AMERICA CHATBOTS MARKET BY TYPE, 2013 - 2016,
USD MILLION

Table 162 REST OF NORTH AMERICA CHATBOTS MARKET BY TYPE, 2017 - 2023,
USD MILLION

Table 163 REST OF NORTH AMERICA CHATBOTS MARKET BY SERVICES TYPE,
2013 - 2016, USD MILLION

Table 164 REST OF NORTH AMERICA CHATBOTS MARKET BY SERVICES TYPE,
2017 - 2023, USD MILLION

Table 165 REST OF NORTH AMERICA CHATBOTS MARKET BY USAGE, 2013 -
2016, USD MILLION

Table 166 REST OF NORTH AMERICA CHATBOTS MARKET BY USAGE, 2017 -
2023, USD MILLION

Table 167 REST OF NORTH AMERICA CHATBOTS MARKET BY ORGANIZATION
SIZE, 2013 - 2016, USD MILLION

Table 168 REST OF NORTH AMERICA CHATBOTS MARKET BY ORGANIZATION
SIZE, 2017 - 2023, USD MILLION

Table 169 REST OF NORTH AMERICA CHATBOTS MARKET BY DEPLOYMENT
TYPE, 2013 - 2016, USD MILLION

Table 170 REST OF NORTH AMERICA CHATBOTS MARKET BY DEPLOYMENT
TYPE, 2017 - 2023, USD MILLION

Table 171 REST OF NORTH AMERICA CHATBOTS MARKET BY VERTICAL, 2013 -
2016, USD MILLION

Table 172 REST OF NORTH AMERICA CHATBOTS MARKET BY VERTICAL, 2017 -
2023, USD MILLION

Table 173 EUROPE CHATBOTS MARKET, 2013 - 2016, USD MILLION

Table 174 EUROPE CHATBOTS MARKET, 2017 - 2023, USD MILLION

Table 175 EUROPE CHATBOTS MARKET BY TYPE, 2013 - 2016, USD MILLION

Table 176 EUROPE CHATBOTS MARKET BY TYPE, 2017 - 2023, USD MILLION

Table 177 EUROPE CHATBOTS SOFTWARE MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 178 EUROPE CHATBOTS SOFTWARE MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 179 EUROPE CHATBOTS SERVICES MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 180 EUROPE CHATBOTS SERVICES MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 181 EUROPE CHATBOTS MARKET BY SERVICE TYPE, 2013 - 2016, USD MILLION

Table 182 EUROPE CHATBOTS MARKET BY SERVICE TYPE, 2017 - 2023, USD MILLION

Table 183 EUROPE CHATBOTS PROFESSIONAL SERVICES MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 184 EUROPE CHATBOTS PROFESSIONAL SERVICES MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 185 EUROPE CHATBOTS MANAGED SERVICES MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 186 EUROPE CHATBOTS MANAGED SERVICES MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 187 EUROPE CHATBOTS MARKET BY USAGE, 2013 - 2016, USD MILLION

Table 188 EUROPE CHATBOTS MARKET BY USAGE, 2017 - 2023, USD MILLION

Table 189 EUROPE WEBSITES CHATBOTS MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 190 EUROPE WEBSITES CHATBOTS MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 191 EUROPE CONTACT CENTERS CHATBOTS MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 192 EUROPE CONTACT CENTERS CHATBOTS MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 193 EUROPE SOCIAL MEDIA CHATBOTS MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 194 EUROPE SOCIAL MEDIA CHATBOTS MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 195 EUROPE MOBILE PLATFORM CHATBOTS MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 196 EUROPE MOBILE PLATFORM CHATBOTS MARKET BY COUNTRY, 2017 - 2023, USD MILLION

- 2023, USD MILLION

Table 197 EUROPE CHATBOTS MARKET BY ORGANIZATION SIZE, 2013 - 2016, USD MILLION

Table 198 EUROPE CHATBOTS MARKET BY ORGANIZATION SIZE, 2017 - 2023, USD MILLION

Table 199 EUROPE SMALL & MEDIUM ENTERPRISES CHATBOTS MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 200 EUROPE SMALL & MEDIUM ENTERPRISES CHATBOTS MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 201 EUROPE LARGE ENTERPRISES CHATBOTS MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 202 EUROPE LARGE ENTERPRISES CHATBOTS MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 203 EUROPE CHATBOTS MARKET BY DEPLOYMENT TYPE, 2013 - 2016, USD MILLION

Table 204 EUROPE CHATBOTS MARKET BY DEPLOYMENT TYPE, 2017 - 2023, USD MILLION

Table 205 EUROPE ON-PREMISE DEPLOYMENT CHATBOTS MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 206 EUROPE ON-PREMISE DEPLOYMENT CHATBOTS MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 207 EUROPE CLOUD DEPLOYMENT CHATBOTS MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 208 EUROPE CLOUD DEPLOYMENT CHATBOTS MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 209 EUROPE CHATBOTS MARKET BY VERTICAL, 2013 - 2016, USD MILLION

Table 210 EUROPE CHATBOTS MARKET BY VERTICAL, 2017 - 2023, USD MILLION

Table 211 EUROPE CHATBOTS IN BFSI MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 212 EUROPE CHATBOTS IN BFSI MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 213 EUROPE CHATBOTS IN COMMUNICATION MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 214 EUROPE CHATBOTS IN COMMUNICATION MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 215 EUROPE CHATBOTS IN UTILITIES MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 216 EUROPE CHATBOTS IN UTILITIES MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 217 EUROPE CHATBOTS IN HEALTHCARE MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 218 EUROPE CHATBOTS IN HEALTHCARE MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 219 EUROPE CHATBOTS IN TRAVEL & HOSPITALITY MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 220 EUROPE CHATBOTS IN TRAVEL & HOSPITALITY MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 221 EUROPE CHATBOTS IN GOVERNMENT MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 222 EUROPE CHATBOTS IN GOVERNMENT MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 223 EUROPE CHATBOTS IN RETAIL MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 224 EUROPE CHATBOTS IN RETAIL MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 225 EUROPE CHATBOTS IN EDUCATION MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 226 EUROPE CHATBOTS IN EDUCATION MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 227 EUROPE CHATBOTS IN OTHERS MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 228 EUROPE CHATBOTS IN OTHERS MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 229 EUROPE CHATBOTS MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 230 EUROPE CHATBOTS MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 231 GERMANY CHATBOTS MARKET, 2013 - 2016, USD MILLION

Table 232 GERMANY CHATBOTS MARKET, 2017 - 2023, USD MILLION

Table 233 GERMANY CHATBOTS MARKET BY TYPE, 2013 - 2016, USD MILLION

Table 234 GERMANY CHATBOTS MARKET BY TYPE, 2017 - 2023, USD MILLION

Table 235 GERMANY CHATBOTS MARKET BY SERVICES TYPE, 2013 - 2016, USD MILLION

Table 236 GERMANY CHATBOTS MARKET BY SERVICES TYPE, 2017 - 2023, USD MILLION

Table 237 GERMANY CHATBOTS MARKET BY USAGE, 2013 - 2016, USD MILLION

Table 238 GERMANY CHATBOTS MARKET BY USAGE, 2017 - 2023, USD MILLION

Table 239 GERMANY CHATBOTS MARKET BY ORGANIZATION SIZE, 2013 - 2016, USD MILLION

Table 240 GERMANY CHATBOTS MARKET BY ORGANIZATION SIZE, 2017 - 2023,

USD MILLION

Table 241 GERMANY CHATBOTS MARKET BY DEPLOYMENT TYPE, 2013 - 2016, USD MILLION

Table 242 GERMANY CHATBOTS MARKET BY DEPLOYMENT TYPE, 2017 - 2023, USD MILLION

Table 243 GERMANY CHATBOTS MARKET BY VERTICAL, 2013 - 2016, USD MILLION

Table 244 GERMANY CHATBOTS MARKET BY VERTICAL, 2017 - 2023, USD MILLION

Table 245 UK CHATBOTS MARKET, 2013 - 2016, USD MILLION

Table 246 UK CHATBOTS MARKET, 2017 - 2023, USD MILLION

Table 247 UK CHATBOTS MARKET BY TYPE, 2013 - 2016, USD MILLION

Table 248 UK CHATBOTS MARKET BY TYPE, 2017 - 2023, USD MILLION

Table 249 UK CHATBOTS MARKET BY SERVICES TYPE, 2013 - 2016, USD MILLION

Table 250 UK CHATBOTS MARKET BY SERVICES TYPE, 2017 - 2023, USD MILLION

Table 251 UK CHATBOTS MARKET BY USAGE, 2013 - 2016, USD MILLION

Table 252 UK CHATBOTS MARKET BY USAGE, 2017 - 2023, USD MILLION

Table 253 UK CHATBOTS MARKET BY ORGANIZATION SIZE, 2013 - 2016, USD MILLION

Table 254 UK CHATBOTS MARKET BY ORGANIZATION SIZE, 2017 - 2023, USD MILLION

Table 255 UK CHATBOTS MARKET BY DEPLOYMENT TYPE, 2013 - 2016, USD MILLION

Table 256 UK CHATBOTS MARKET BY DEPLOYMENT TYPE, 2017 - 2023, USD MILLION

Table 257 UK CHATBOTS MARKET BY VERTICAL, 2013 - 2016, USD MILLION

Table 258 UK CHATBOTS MARKET BY VERTICAL, 2017 - 2023, USD MILLION

Table 259 FRANCE CHATBOTS MARKET, 2013 - 2016, USD MILLION

Table 260 FRANCE CHATBOTS MARKET, 2017 - 2023, USD MILLION

Table 261 FRANCE CHATBOTS MARKET BY TYPE, 2013 - 2016, USD MILLION

Table 262 FRANCE CHATBOTS MARKET BY TYPE, 2017 - 2023, USD MILLION

Table 263 FRANCE CHATBOTS MARKET BY SERVICES TYPE, 2013 - 2016, USD MILLION

Table 264 FRANCE CHATBOTS MARKET BY SERVICES TYPE, 2017 - 2023, USD MILLION

Table 265 FRANCE CHATBOTS MARKET BY USAGE, 2013 - 2016, USD MILLION

Table 266 FRANCE CHATBOTS MARKET BY USAGE, 2017 - 2023, USD MILLION

Table 267 FRANCE CHATBOTS MARKET BY ORGANIZATION SIZE, 2013 - 2016, USD MILLION

Table 268 FRANCE CHATBOTS MARKET BY ORGANIZATION SIZE, 2017 - 2023, USD MILLION

Table 269 FRANCE CHATBOTS MARKET BY DEPLOYMENT TYPE, 2013 - 2016, USD MILLION

Table 270 FRANCE CHATBOTS MARKET BY DEPLOYMENT TYPE, 2017 - 2023, USD MILLION

Table 271 FRANCE CHATBOTS MARKET BY VERTICAL, 2013 - 2016, USD MILLION

Table 272 FRANCE CHATBOTS MARKET BY VERTICAL, 2017 - 2023, USD MILLION

Table 273 RUSSIA CHATBOTS MARKET, 2013 - 2016, USD MILLION

Table 274 RUSSIA CHATBOTS MARKET, 2017 - 2023, USD MILLION

Table 275 RUSSIA CHATBOTS MARKET BY TYPE, 2013 - 2016, USD MILLION

Table 276 RUSSIA CHATBOTS MARKET BY TYPE, 2017 - 2023, USD MILLION

Table 277 RUSSIA CHATBOTS MARKET BY SERVICES TYPE, 2013 - 2016, USD MILLION

Table 278 RUSSIA CHATBOTS MARKET BY SERVICES TYPE, 2017 - 2023, USD MILLION

Table 279 RUSSIA CHATBOTS MARKET BY USAGE, 2013 - 2016, USD MILLION

Table 280 RUSSIA CHATBOTS MARKET BY USAGE, 2017 - 2023, USD MILLION

Table 281 RUSSIA CHATBOTS MARKET BY ORGANIZATION SIZE, 2013 - 2016, USD MILLION

Table 282 RUSSIA CHATBOTS MARKET BY ORGANIZATION SIZE, 2017 - 2023, USD MILLION

Table 283 RUSSIA CHATBOTS MARKET BY DEPLOYMENT TYPE, 2013 - 2016, USD MILLION

Table 284 RUSSIA CHATBOTS MARKET BY DEPLOYMENT TYPE, 2017 - 2023, USD MILLION

Table 285 RUSSIA CHATBOTS MARKET BY VERTICAL, 2013 - 2016, USD MILLION

Table 286 RUSSIA CHATBOTS MARKET BY VERTICAL, 2017 - 2023, USD MILLION

Table 287 SPAIN CHATBOTS MARKET, 2013 - 2016, USD MILLION

Table 288 SPAIN CHATBOTS MARKET, 2017 - 2023, USD MILLION

Table 289 SPAIN CHATBOTS MARKET BY TYPE, 2013 - 2016, USD MILLION

Table 290 SPAIN CHATBOTS MARKET BY TYPE, 2017 - 2023, USD MILLION

Table 291 SPAIN CHATBOTS MARKET BY SERVICES TYPE, 2013 - 2016, USD MILLION

Table 292 SPAIN CHATBOTS MARKET BY SERVICES TYPE, 2017 - 2023, USD MILLION

Table 293 SPAIN CHATBOTS MARKET BY USAGE, 2013 - 2016, USD MILLION

Table 294 SPAIN CHATBOTS MARKET BY USAGE, 2017 - 2023, USD MILLION

Table 295 SPAIN CHATBOTS MARKET BY ORGANIZATION SIZE, 2013 - 2016, USD

MILLION

Table 296 SPAIN CHATBOTS MARKET BY ORGANIZATION SIZE, 2017 - 2023, USD MILLION

Table 297 SPAIN CHATBOTS MARKET BY DEPLOYMENT TYPE, 2013 - 2016, USD MILLION

Table 298 SPAIN CHATBOTS MARKET BY DEPLOYMENT TYPE, 2017 - 2023, USD MILLION

Table 299 SPAIN CHATBOTS MARKET BY VERTICAL, 2013 - 2016, USD MILLION

Table 300 SPAIN CHATBOTS MARKET BY VERTICAL, 2017 - 2023, USD MILLION

Table 301 ITALY CHATBOTS MARKET, 2013 - 2016, USD MILLION

Table 302 ITALY CHATBOTS MARKET, 2017 - 2023, USD MILLION

Table 303 ITALY CHATBOTS MARKET BY TYPE, 2013 - 2016, USD MILLION

Table 304 ITALY CHATBOTS MARKET BY TYPE, 2017 - 2023, USD MILLION

Table 305 ITALY CHATBOTS MARKET BY SERVICES TYPE, 2013 - 2016, USD MILLION

Table 306 ITALY CHATBOTS MARKET BY SERVICES TYPE, 2017 - 2023, USD MILLION

Table 307 ITALY CHATBOTS MARKET BY USAGE, 2013 - 2016, USD MILLION

Table 308 ITALY CHATBOTS MARKET BY USAGE, 2017 - 2023, USD MILLION

Table 309 ITALY CHATBOTS MARKET BY ORGANIZATION SIZE, 2013 - 2016, USD MILLION

Table 310 ITALY CHATBOTS MARKET BY ORGANIZATION SIZE, 2017 - 2023, USD MILLION

Table 311 ITALY CHATBOTS MARKET BY DEPLOYMENT TYPE, 2013 - 2016, USD MILLION

Table 312 ITALY CHATBOTS MARKET BY DEPLOYMENT TYPE, 2017 - 2023, USD MILLION

Table 313 ITALY CHATBOTS MARKET BY VERTICAL, 2013 - 2016, USD MILLION

Table 314 ITALY CHATBOTS MARKET BY VERTICAL, 2017 - 2023, USD MILLION

Table 315 REST OF EUROPE CHATBOTS MARKET, 2013 - 2016, USD MILLION

Table 316 REST OF EUROPE CHATBOTS MARKET, 2017 - 2023, USD MILLION

Table 317 REST OF EUROPE CHATBOTS MARKET BY TYPE, 2013 - 2016, USD MILLION

Table 318 REST OF EUROPE CHATBOTS MARKET BY TYPE, 2017 - 2023, USD MILLION

Table 319 REST OF EUROPE CHATBOTS MARKET BY SERVICES TYPE, 2013 - 2016, USD MILLION

Table 320 REST OF EUROPE CHATBOTS MARKET BY SERVICES TYPE, 2017 - 2023, USD MILLION

Table 321 REST OF EUROPE CHATBOTS MARKET BY USAGE, 2013 - 2016, USD MILLION

Table 322 REST OF EUROPE CHATBOTS MARKET BY USAGE, 2017 - 2023, USD MILLION

Table 323 REST OF EUROPE CHATBOTS MARKET BY ORGANIZATION SIZE, 2013 - 2016, USD MILLION

Table 324 REST OF EUROPE CHATBOTS MARKET BY ORGANIZATION SIZE, 2017 - 2023, USD MILLION

Table 325 REST OF EUROPE CHATBOTS MARKET BY DEPLOYMENT TYPE, 2013 - 2016, USD MILLION

Table 326 REST OF EUROPE CHATBOTS MARKET BY DEPLOYMENT TYPE, 2017 - 2023, USD MILLION

Table 327 REST OF EUROPE CHATBOTS MARKET BY VERTICAL, 2013 - 2016, USD MILLION

Table 328 REST OF EUROPE CHATBOTS MARKET BY VERTICAL, 2017 - 2023, USD MILLION

Table 329 ASIA-PACIFIC CHATBOTS MARKET, 2013 - 2016, USD MILLION

Table 330 ASIA-PACIFIC CHATBOTS MARKET, 2017 - 2023, USD MILLION

Table 331 ASIA-PACIFIC CHATBOTS MARKET BY TYPE, 2013 - 2016, USD MILLION

Table 332 ASIA-PACIFIC CHATBOTS MARKET BY TYPE, 2017 - 2023, USD MILLION

Table 333 ASIA-PACIFIC CHATBOTS SOFTWARE MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 334 ASIA-PACIFIC CHATBOTS SOFTWARE MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 335 ASIA-PACIFIC CHATBOTS SERVICES MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 336 ASIA-PACIFIC CHATBOTS SERVICES MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 337 ASIA-PACIFIC CHATBOTS MARKET BY SERVICE TYPE, 2013 - 2016, USD MILLION

Table 338 ASIA-PACIFIC CHATBOTS MARKET BY SERVICE TYPE, 2017 - 2023, USD MILLION

Table 339 ASIA-PACIFIC CHATBOTS PROFESSIONAL SERVICES MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 340 ASIA-PACIFIC CHATBOTS PROFESSIONAL SERVICES MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 341 ASIA-PACIFIC CHATBOTS MANAGED SERVICES MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 342 ASIA-PACIFIC CHATBOTS MANAGED SERVICES MARKET BY

COUNTRY, 2017 - 2023, USD MILLION

Table 343 ASIA-PACIFIC CHATBOTS MARKET BY USAGE, 2013 - 2016, USD MILLION

Table 344 ASIA-PACIFIC CHATBOTS MARKET BY USAGE, 2017 - 2023, USD MILLION

Table 345 ASIA-PACIFIC WEBSITES CHATBOTS MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 346 ASIA-PACIFIC WEBSITES CHATBOTS MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 347 ASIA-PACIFIC CONTACT CENTERS CHATBOTS MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 348 ASIA-PACIFIC CONTACT CENTERS CHATBOTS MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 349 ASIA-PACIFIC SOCIAL MEDIA CHATBOTS MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 350 ASIA-PACIFIC SOCIAL MEDIA CHATBOTS MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 351 ASIA-PACIFIC MOBILE PLATFORM CHATBOTS MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 352 ASIA-PACIFIC MOBILE PLATFORM CHATBOTS MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 353 ASIA-PACIFIC CHATBOTS MARKET BY ORGANIZATION SIZE, 2013 - 2016, USD MILLION

Table 354 ASIA-PACIFIC CHATBOTS MARKET BY ORGANIZATION SIZE, 2017 - 2023, USD MILLION

Table 355 ASIA-PACIFIC SMALL & MEDIUM ENTERPRISES CHATBOTS MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 356 ASIA-PACIFIC SMALL & MEDIUM ENTERPRISES CHATBOTS MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 357 ASIA-PACIFIC LARGE ENTERPRISES CHATBOTS MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 358 ASIA-PACIFIC LARGE ENTERPRISES CHATBOTS MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 359 ASIA-PACIFIC CHATBOTS MARKET BY DEPLOYMENT TYPE, 2013 - 2016, USD MILLION

Table 360 ASIA-PACIFIC CHATBOTS MARKET BY DEPLOYMENT TYPE, 2017 - 2023, USD MILLION

Table 361 ASIA-PACIFIC ON-PREMISE DEPLOYMENT CHATBOTS MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 362 ASIA-PACIFIC ON-PREMISE DEPLOYMENT CHATBOTS MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 363 ASIA-PACIFIC CLOUD DEPLOYMENT CHATBOTS MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 364 ASIA-PACIFIC CLOUD DEPLOYMENT CHATBOTS MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 365 ASIA-PACIFIC CHATBOTS MARKET BY VERTICAL, 2013 - 2016, USD MILLION

Table 366 ASIA-PACIFIC CHATBOTS MARKET BY VERTICAL, 2017 - 2023, USD MILLION

Table 367 ASIA-PACIFIC CHATBOTS IN BFSI MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 368 ASIA-PACIFIC CHATBOTS IN BFSI MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 369 ASIA-PACIFIC CHATBOTS IN COMMUNICATION MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 370 ASIA-PACIFIC CHATBOTS IN COMMUNICATION MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 371 ASIA-PACIFIC CHATBOTS IN UTILITIES MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 372 ASIA-PACIFIC CHATBOTS IN UTILITIES MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 373 ASIA-PACIFIC CHATBOTS IN HEALTHCARE MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 374 ASIA-PACIFIC CHATBOTS IN HEALTHCARE MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 375 ASIA-PACIFIC CHATBOTS IN TRAVEL & HOSPITALITY MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 376 ASIA-PACIFIC CHATBOTS IN TRAVEL & HOSPITALITY MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 377 ASIA-PACIFIC CHATBOTS IN GOVERNMENT MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 378 ASIA-PACIFIC CHATBOTS IN GOVERNMENT MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 379 ASIA-PACIFIC CHATBOTS IN RETAIL MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 380 ASIA-PACIFIC CHATBOTS IN RETAIL MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 381 ASIA-PACIFIC CHATBOTS IN EDUCATION MARKET BY COUNTRY, 2013

- 2016, USD MILLION

Table 382 ASIA-PACIFIC CHATBOTS IN EDUCATION MARKET BY COUNTRY, 2017

- 2023, USD MILLION

Table 383 ASIA-PACIFIC CHATBOTS IN OTHERS MARKET BY COUNTRY, 2013 -

2016, USD MILLION

Table 384 ASIA-PACIFIC CHATBOTS IN OTHERS MARKET BY COUNTRY, 2017 -

2023, USD MILLION

Table 385 ASIA-PACIFIC CHATBOTS MARKET BY COUNTRY, 2013 - 2016, USD
MILLION

Table 386 ASIA-PACIFIC CHATBOTS MARKET BY COUNTRY, 2017 - 2023, USD
MILLION

Table 387 CHINA CHATBOTS MARKET, 2013 - 2016, USD MILLION

Table 388 CHINA CHATBOTS MARKET, 2017 - 2023, USD MILLION

Table 389 CHINA CHATBOTS MARKET BY TYPE, 2013 - 2016, USD MILLION

Table 390 CHINA CHATBOTS MARKET BY TYPE, 2017 - 2023, USD MILLION

Table 391 CHINA CHATBOTS MARKET BY SERVICES TYPE, 2013 - 2016, USD
MILLION

Table 392 CHINA CHATBOTS MARKET BY SERVICES TYPE, 2017 - 2023, USD
MILLION

Table 393 CHINA CHATBOTS MARKET BY USAGE, 2013 - 2016, USD MILLION

Table 394 CHINA CHATBOTS MARKET BY USAGE, 2017 - 2023, USD MILLION

Table 395 CHINA CHATBOTS MARKET BY ORGANIZATION SIZE, 2013 - 2016, USD
MILLION

Table 396 CHINA CHATBOTS MARKET BY ORGANIZATION SIZE, 2017 - 2023, USD
MILLION

Table 397 CHINA CHATBOTS MARKET BY DEPLOYMENT TYPE, 2013 - 2016, USD
MILLION

Table 398 CHINA CHATBOTS MARKET BY DEPLOYMENT TYPE, 2017 - 2023, USD
MILLION

Table 399 CHINA CHATBOTS MARKET BY VERTICAL, 2013 - 2016, USD MILLION

Table 400 CHINA CHATBOTS MARKET BY VERTICAL, 2017 - 2023, USD MILLION

Table 401 JAPAN CHATBOTS MARKET, 2013 - 2016, USD MILLION

Table 402 JAPAN CHATBOTS MARKET, 2017 - 2023, USD MILLION

Table 403 JAPAN CHATBOTS MARKET BY TYPE, 2013 - 2016, USD MILLION

Table 404 JAPAN CHATBOTS MARKET BY TYPE, 2017 - 2023, USD MILLION

Table 405 JAPAN CHATBOTS MARKET BY SERVICES TYPE, 2013 - 2016, USD
MILLION

Table 406 JAPAN CHATBOTS MARKET BY SERVICES TYPE, 2017 - 2023, USD
MILLION

Table 407 JAPAN CHATBOTS MARKET BY USAGE, 2013 - 2016, USD MILLION

Table 408 JAPAN CHATBOTS MARKET BY USAGE, 2017 - 2023, USD MILLION

Table 409 JAPAN CHATBOTS MARKET BY ORGANIZATION SIZE, 2013 - 2016, USD MILLION

Table 410 JAPAN CHATBOTS MARKET BY ORGANIZATION SIZE, 2017 - 2023, USD MILLION

Table 411 JAPAN CHATBOTS MARKET BY DEPLOYMENT TYPE, 2013 - 2016, USD MILLION

Table 412 JAPAN CHATBOTS MARKET BY DEPLOYMENT TYPE, 2017 - 2023, USD MILLION

Table 413 JAPAN CHATBOTS MARKET BY VERTICAL, 2013 - 2016, USD MILLION

Table 414 JAPAN CHATBOTS MARKET BY VERTICAL, 2017 - 2023, USD MILLION

Table 415 INDIA CHATBOTS MARKET, 2013 - 2016, USD MILLION

Table 416 INDIA CHATBOTS MARKET, 2017 - 2023, USD MILLION

Table 417 INDIA CHATBOTS MARKET BY TYPE, 2013 - 2016, USD MILLION

Table 418 INDIA CHATBOTS MARKET BY TYPE, 2017 - 2023, USD MILLION

Table 419 INDIA CHATBOTS MARKET BY SERVICES TYPE, 2013 - 2016, USD MILLION

Table 420 INDIA CHATBOTS MARKET BY SERVICES TYPE, 2017 - 2023, USD MILLION

Table 421 INDIA CHATBOTS MARKET BY USAGE, 2013 - 2016, USD MILLION

Table 422 INDIA CHATBOTS MARKET BY USAGE, 2017 - 2023, USD MILLION

Table 423 INDIA CHATBOTS MARKET BY ORGANIZATION SIZE, 2013 - 2016, USD MILLION

Table 424 INDIA CHATBOTS MARKET BY ORGANIZATION SIZE, 2017 - 2023, USD MILLION

Table 425 INDIA CHATBOTS MARKET BY DEPLOYMENT TYPE, 2013 - 2016, USD MILLION

Table 426 INDIA CHATBOTS MARKET BY DEPLOYMENT TYPE, 2017 - 2023, USD MILLION

Table 427 INDIA CHATBOTS MARKET BY VERTICAL, 2013 - 2016, USD MILLION

Table 428 INDIA CHATBOTS MARKET BY VERTICAL, 2017 - 2023, USD MILLION

Table 429 SOUTH KOREA CHATBOTS MARKET, 2013 - 2016, USD MILLION

Table 430 SOUTH KOREA CHATBOTS MARKET, 2017 - 2023, USD MILLION

Table 431 SOUTH KOREA CHATBOTS MARKET BY TYPE, 2013 - 2016, USD MILLION

Table 432 SOUTH KOREA CHATBOTS MARKET BY TYPE, 2017 - 2023, USD MILLION

Table 433 SOUTH KOREA CHATBOTS MARKET BY SERVICES TYPE, 2013 - 2016,

USD MILLION

Table 434 SOUTH KOREA CHATBOTS MARKET BY SERVICES TYPE, 2017 - 2023, USD MILLION

Table 435 SOUTH KOREA CHATBOTS MARKET BY USAGE, 2013 - 2016, USD MILLION

Table 436 SOUTH KOREA CHATBOTS MARKET BY USAGE, 2017 - 2023, USD MILLION

Table 437 SOUTH KOREA CHATBOTS MARKET BY ORGANIZATION SIZE, 2013 - 2016, USD MILLION

Table 438 SOUTH KOREA CHATBOTS MARKET BY ORGANIZATION SIZE, 2017 - 2023, USD MILLION

Table 439 SOUTH KOREA CHATBOTS MARKET BY DEPLOYMENT TYPE, 2013 - 2016, USD MILLION

Table 440 SOUTH KOREA CHATBOTS MARKET BY DEPLOYMENT TYPE, 2017 - 2023, USD MILLION

Table 441 SOUTH KOREA CHATBOTS MARKET BY VERTICAL, 2013 - 2016, USD MILLION

Table 442 SOUTH KOREA CHATBOTS MARKET BY VERTICAL, 2017 - 2023, USD MILLION

Table 443 SINGAPORE CHATBOTS MARKET, 2013 - 2016, USD MILLION

Table 444 SINGAPORE CHATBOTS MARKET, 2017 - 2023, USD MILLION

Table 445 SINGAPORE CHATBOTS MARKET BY TYPE, 2013 - 2016, USD MILLION

Table 446 SINGAPORE CHATBOTS MARKET BY TYPE, 2017 - 2023, USD MILLION

Table 447 SINGAPORE CHATBOTS MARKET BY SERVICES TYPE, 2013 - 2016, USD MILLION

Table 448 SINGAPORE CHATBOTS MARKET BY SERVICES TYPE, 2017 - 2023, USD MILLION

Table 449 SINGAPORE CHATBOTS MARKET BY USAGE, 2013 - 2016, USD MILLION

Table 450 SINGAPORE CHATBOTS MARKET BY USAGE, 2017 - 2023, USD MILLION

Table 451 SINGAPORE CHATBOTS MARKET BY ORGANIZATION SIZE, 2013 - 2016, USD MILLION

Table 452 SINGAPORE CHATBOTS MARKET BY ORGANIZATION SIZE, 2017 - 2023, USD MILLION

Table 453 SINGAPORE CHATBOTS MARKET BY DEPLOYMENT TYPE, 2013 - 2016, USD MILLION

Table 454 SINGAPORE CHATBOTS MARKET BY DEPLOYMENT TYPE, 2017 - 2023, USD MILLION

Table 455 SINGAPORE CHATBOTS MARKET BY VERTICAL, 2013 - 2016, USD MILLION

Table 456 SINGAPORE CHATBOTS MARKET BY VERTICAL, 2017 - 2023, USD MILLION

Table 457 MALAYSIA CHATBOTS MARKET, 2013 - 2016, USD MILLION

Table 458 MALAYSIA CHATBOTS MARKET, 2017 - 2023, USD MILLION

Table 459 MALAYSIA CHATBOTS MARKET BY TYPE, 2013 - 2016, USD MILLION

Table 460 MALAYSIA CHATBOTS MARKET BY TYPE, 2017 - 2023, USD MILLION

Table 461 MALAYSIA CHATBOTS MARKET BY SERVICES TYPE, 2013 - 2016, USD MILLION

Table 462 MALAYSIA CHATBOTS MARKET BY SERVICES TYPE, 2017 - 2023, USD MILLION

Table 463 MALAYSIA CHATBOTS MARKET BY USAGE, 2013 - 2016, USD MILLION

Table 464 MALAYSIA CHATBOTS MARKET BY USAGE, 2017 - 2023, USD MILLION

Table 465 MALAYSIA CHATBOTS MARKET BY ORGANIZATION SIZE, 2013 - 2016, USD MILLION

Table 466 MALAYSIA CHATBOTS MARKET BY ORGANIZATION SIZE, 2017 - 2023, USD MILLION

Table 467 MALAYSIA CHATBOTS MARKET BY DEPLOYMENT TYPE, 2013 - 2016, USD MILLION

Table 468 MALAYSIA CHATBOTS MARKET BY DEPLOYMENT TYPE, 2017 - 2023, USD MILLION

Table 469 MALAYSIA CHATBOTS MARKET BY VERTICAL, 2013 - 2016, USD MILLION

Table 470 MALAYSIA CHATBOTS MARKET BY VERTICAL, 2017 - 2023, USD MILLION

Table 471 REST OF ASIA-PACIFIC CHATBOTS MARKET, 2013 - 2016, USD MILLION

Table 472 REST OF ASIA-PACIFIC CHATBOTS MARKET, 2017 - 2023, USD MILLION

Table 473 REST OF ASIA-PACIFIC CHATBOTS MARKET BY TYPE, 2013 - 2016, USD MILLION

Table 474 REST OF ASIA-PACIFIC CHATBOTS MARKET BY TYPE, 2017 - 2023, USD MILLION

Table 475 REST OF ASIA-PACIFIC CHATBOTS MARKET BY SERVICES TYPE, 2013 - 2016, USD MILLION

Table 476 REST OF ASIA-PACIFIC CHATBOTS MARKET BY SERVICES TYPE, 2017 - 2023, USD MILLION

Table 477 REST OF ASIA-PACIFIC CHATBOTS MARKET BY USAGE, 2013 - 2016, USD MILLION

Table 478 REST OF ASIA-PACIFIC CHATBOTS MARKET BY USAGE, 2017 - 2023,

USD MILLION

Table 479 REST OF ASIA-PACIFIC CHATBOTS MARKET BY ORGANIZATION SIZE, 2013 - 2016, USD MILLION

Table 480 REST OF ASIA-PACIFIC CHATBOTS MARKET BY ORGANIZATION SIZE, 2017 - 2023, USD MILLION

Table 481 REST OF ASIA-PACIFIC CHATBOTS MARKET BY DEPLOYMENT TYPE, 2013 - 2016, USD MILLION

Table 482 REST OF ASIA-PACIFIC CHATBOTS MARKET BY DEPLOYMENT TYPE, 2017 - 2023, USD MILLION

Table 483 REST OF ASIA-PACIFIC CHATBOTS MARKET BY VERTICAL, 2013 - 2016, USD MILLION

Table 484 REST OF ASIA-PACIFIC CHATBOTS MARKET BY VERTICAL, 2017 - 2023, USD MILLION

Table 485 LAMEA CHATBOTS MARKET, 2013 - 2016, USD MILLION

Table 486 LAMEA CHATBOTS MARKET, 2017 - 2023, USD MILLION

Table 487 LAMEA CHATBOTS MARKET BY TYPE, 2013 - 2016, USD MILLION

Table 488 LAMEA CHATBOTS MARKET BY TYPE, 2017 - 2023, USD MILLION

Table 489 LAMEA CHATBOTS SOFTWARE MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 490 LAMEA CHATBOTS SOFTWARE MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 491 LAMEA CHATBOTS SERVICES MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 492 LAMEA CHATBOTS SERVICES MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 493 LAMEA CHATBOTS MARKET BY SERVICE TYPE, 2013 - 2016, USD MILLION

Table 494 LAMEA CHATBOTS MARKET BY SERVICE TYPE, 2017 - 2023, USD MILLION

Table 495 LAMEA CHATBOTS PROFESSIONAL SERVICES MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 496 LAMEA CHATBOTS PROFESSIONAL SERVICES MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 497 LAMEA CHATBOTS MANAGED SERVICES MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 498 LAMEA CHATBOTS MANAGED SERVICES MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 499 LAMEA CHATBOTS MARKET BY USAGE, 2013 - 2016, USD MILLION

Table 500 LAMEA CHATBOTS MARKET BY USAGE, 2017 - 2023, USD MILLION

Table 501 LAMEA WEBSITES CHATBOTS MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 502 LAMEA WEBSITES CHATBOTS MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 503 LAMEA CONTACT CENTERS CHATBOTS MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 504 LAMEA CONTACT CENTERS CHATBOTS MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 505 LAMEA SOCIAL MEDIA CHATBOTS MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 506 LAMEA SOCIAL MEDIA CHATBOTS MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 507 LAMEA MOBILE PLATFORM CHATBOTS MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 508 LAMEA MOBILE PLATFORM CHATBOTS MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 509 LAMEA CHATBOTS MARKET BY ORGANIZATION SIZE, 2013 - 2016, USD MILLION

Table 510 LAMEA CHATBOTS MARKET BY ORGANIZATION SIZE, 2017 - 2023, USD MILLION

Table 511 LAMEA SMALL & MEDIUM ENTERPRISES CHATBOTS MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 512 LAMEA SMALL & MEDIUM ENTERPRISES CHATBOTS MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 513 LAMEA LARGE ENTERPRISES CHATBOTS MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 514 LAMEA LARGE ENTERPRISES CHATBOTS MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 515 LAMEA CHATBOTS MARKET BY DEPLOYMENT TYPE, 2013 - 2016, USD MILLION

Table 516 LAMEA CHATBOTS MARKET BY DEPLOYMENT TYPE, 2017 - 2023, USD MILLION

Table 517 LAMEA ON-PREMISE DEPLOYMENT CHATBOTS MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 518 LAMEA ON-PREMISE DEPLOYMENT CHATBOTS MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 519 LAMEA CLOUD DEPLOYMENT CHATBOTS MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 520 LAMEA CLOUD DEPLOYMENT CHATBOTS MARKET BY COUNTRY, 2017 - 2023, USD MILLION

- 2023, USD MILLION

Table 521 LAMEA CHATBOTS MARKET BY VERTICAL, 2013 - 2016, USD MILLION

Table 522 LAMEA CHATBOTS MARKET BY VERTICAL, 2017 - 2023, USD MILLION

Table 523 LAMEA CHATBOTS IN BFSI MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 524 LAMEA CHATBOTS IN BFSI MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 525 LAMEA CHATBOTS IN COMMUNICATION MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 526 LAMEA CHATBOTS IN COMMUNICATION MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 527 LAMEA CHATBOTS IN UTILITIES MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 528 LAMEA CHATBOTS IN UTILITIES MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 529 LAMEA CHATBOTS IN HEALTHCARE MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 530 LAMEA CHATBOTS IN HEALTHCARE MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 531 LAMEA CHATBOTS IN TRAVEL & HOSPITALITY MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 532 LAMEA CHATBOTS IN TRAVEL & HOSPITALITY MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 533 LAMEA CHATBOTS IN GOVERNMENT MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 534 LAMEA CHATBOTS IN GOVERNMENT MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 535 LAMEA CHATBOTS IN RETAIL MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 536 LAMEA CHATBOTS IN RETAIL MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 537 LAMEA CHATBOTS IN EDUCATION MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 538 LAMEA CHATBOTS IN EDUCATION MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 539 LAMEA CHATBOTS IN OTHERS MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 540 LAMEA CHATBOTS IN OTHERS MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 541 LAMEA CHATBOTS MARKET BY COUNTRY, 2013 - 2016, USD MILLION

Table 542 LAMEA CHATBOTS MARKET BY COUNTRY, 2017 - 2023, USD MILLION

Table 543 BRAZIL CHATBOTS MARKET, 2013 - 2016, USD MILLION

Table 544 BRAZIL CHATBOTS MARKET, 2017 - 2023, USD MILLION

Table 545 BRAZIL CHATBOTS MARKET BY TYPE, 2013 - 2016, USD MILLION

Table 546 BRAZIL CHATBOTS MARKET BY TYPE, 2017 - 2023, USD MILLION

Table 547 BRAZIL CHATBOTS MARKET BY SERVICES TYPE, 2013 - 2016, USD MILLION

Table 548 BRAZIL CHATBOTS MARKET BY SERVICES TYPE, 2017 - 2023, USD MILLION

Table 549 BRAZIL CHATBOTS MARKET BY USAGE, 2013 - 2016, USD MILLION

Table 550 BRAZIL CHATBOTS MARKET BY USAGE, 2017 - 2023, USD MILLION

Table 551 BRAZIL CHATBOTS MARKET BY ORGANIZATION SIZE, 2013 - 2016, USD MILLION

Table 552 BRAZIL CHATBOTS MARKET BY ORGANIZATION SIZE, 2017 - 2023, USD MILLION

Table 553 BRAZIL CHATBOTS MARKET BY DEPLOYMENT TYPE, 2013 - 2016, USD MILLION

Table 554 BRAZIL CHATBOTS MARKET BY DEPLOYMENT TYPE, 2017 - 2023, USD MILLION

Table 555 BRAZIL CHATBOTS MARKET BY VERTICAL, 2013 - 2016, USD MILLION

Table 556 BRAZIL CHATBOTS MARKET BY VERTICAL, 2017 - 2023, USD MILLION

Table 557 ARGENTINA CHATBOTS MARKET, 2013 - 2016, USD MILLION

Table 558 ARGENTINA CHATBOTS MARKET, 2017 - 2023, USD MILLION

Table 559 ARGENTINA CHATBOTS MARKET BY TYPE, 2013 - 2016, USD MILLION

Table 560 ARGENTINA CHATBOTS MARKET BY TYPE, 2017 - 2023, USD MILLION

Table 561 ARGENTINA CHATBOTS MARKET BY SERVICES TYPE, 2013 - 2016, USD MILLION

Table 562 ARGENTINA CHATBOTS MARKET BY SERVICES TYPE, 2017 - 2023, USD MILLION

Table 563 ARGENTINA CHATBOTS MARKET BY USAGE, 2013 - 2016, USD MILLION

Table 564 ARGENTINA CHATBOTS MARKET BY USAGE, 2017 - 2023, USD MILLION

Table 565 ARGENTINA CHATBOTS MARKET BY ORGANIZATION SIZE, 2013 - 2016, USD MILLION

Table 566 ARGENTINA CHATBOTS MARKET BY ORGANIZATION SIZE, 2017 - 2023, USD MILLION

Table 567 ARGENTINA CHATBOTS MARKET BY DEPLOYMENT TYPE, 2013 - 2016, USD MILLION

Table 568 ARGENTINA CHATBOTS MARKET BY DEPLOYMENT TYPE, 2017 - 2023,

USD MILLION

Table 569 ARGENTINA CHATBOTS MARKET BY VERTICAL, 2013 - 2016, USD MILLION

Table 570 ARGENTINA CHATBOTS MARKET BY VERTICAL, 2017 - 2023, USD MILLION

Table 571 UAE CHATBOTS MARKET, 2013 - 2016, USD MILLION

Table 572 UAE CHATBOTS MARKET, 2017 - 2023, USD MILLION

Table 573 UAE CHATBOTS MARKET BY TYPE, 2013 - 2016, USD MILLION

Table 574 UAE CHATBOTS MARKET BY TYPE, 2017 - 2023, USD MILLION

Table 575 UAE CHATBOTS MARKET BY SERVICES TYPE, 2013 - 2016, USD MILLION

Table 576 UAE CHATBOTS MARKET BY SERVICES TYPE, 2017 - 2023, USD MILLION

Table 577 UAE CHATBOTS MARKET BY USAGE, 2013 - 2016, USD MILLION

Table 578 UAE CHATBOTS MARKET BY USAGE, 2017 - 2023, USD MILLION

Table 579 UAE CHATBOTS MARKET BY ORGANIZATION SIZE, 2013 - 2016, USD MILLION

Table 580 UAE CHATBOTS MARKET BY ORGANIZATION SIZE, 2017 - 2023, USD MILLION

Table 581 UAE CHATBOTS MARKET BY DEPLOYMENT TYPE, 2013 - 2016, USD MILLION

Table 582 UAE CHATBOTS MARKET BY DEPLOYMENT TYPE, 2017 - 2023, USD MILLION

Table 583 UAE CHATBOTS MARKET BY VERTICAL, 2013 - 2016, USD MILLION

Table 584 UAE CHATBOTS MARKET BY VERTICAL, 2017 - 2023, USD MILLION

Table 585 SAUDI ARABIA CHATBOTS MARKET, 2013 - 2016, USD MILLION

Table 586 SAUDI ARABIA CHATBOTS MARKET, 2017 - 2023, USD MILLION

Table 587 SAUDI ARABIA CHATBOTS MARKET BY TYPE, 2013 - 2016, USD MILLION

Table 588 SAUDI ARABIA CHATBOTS MARKET BY TYPE, 2017 - 2023, USD MILLION

Table 589 SAUDI ARABIA CHATBOTS MARKET BY SERVICES TYPE, 2013 - 2016, USD MILLION

Table 590 SAUDI ARABIA CHATBOTS MARKET BY SERVICES TYPE, 2017 - 2023, USD MILLION

Table 591 SAUDI ARABIA CHATBOTS MARKET BY USAGE, 2013 - 2016, USD MILLION

Table 592 SAUDI ARABIA CHATBOTS MARKET BY USAGE, 2017 - 2023, USD MILLION

Table 593 SAUDI ARABIA CHATBOTS MARKET BY ORGANIZATION SIZE, 2013 - 2016, USD MILLION

Table 594 SAUDI ARABIA CHATBOTS MARKET BY ORGANIZATION SIZE, 2017 - 2023, USD MILLION

Table 595 SAUDI ARABIA CHATBOTS MARKET BY DEPLOYMENT TYPE, 2013 - 2016, USD MILLION

Table 596 SAUDI ARABIA CHATBOTS MARKET BY DEPLOYMENT TYPE, 2017 - 2023, USD MILLION

Table 597 SAUDI ARABIA CHATBOTS MARKET BY VERTICAL, 2013 - 2016, USD MILLION

Table 598 SAUDI ARABIA CHATBOTS MARKET BY VERTICAL, 2017 - 2023, USD MILLION

Table 599 SOUTH AFRICA CHATBOTS MARKET, 2013 - 2016, USD MILLION

Table 600 SOUTH AFRICA CHATBOTS MARKET, 2017 - 2023, USD MILLION

Table 601 SOUTH AFRICA CHATBOTS MARKET BY TYPE, 2013 - 2016, USD MILLION

Table 602 SOUTH AFRICA CHATBOTS MARKET BY TYPE, 2017 - 2023, USD MILLION

Table 603 SOUTH AFRICA CHATBOTS MARKET BY SERVICES TYPE, 2013 - 2016, USD MILLION

Table 604 SOUTH AFRICA CHATBOTS MARKET BY SERVICES TYPE, 2017 - 2023, USD MILLION

Table 605 SOUTH AFRICA CHATBOTS MARKET BY USAGE, 2013 - 2016, USD MILLION

Table 606 SOUTH AFRICA CHATBOTS MARKET BY USAGE, 2017 - 2023, USD MILLION

Table 607 SOUTH AFRICA CHATBOTS MARKET BY ORGANIZATION SIZE, 2013 - 2016, USD MILLION

Table 608 SOUTH AFRICA CHATBOTS MARKET BY ORGANIZATION SIZE, 2017 - 2023, USD MILLION

Table 609 SOUTH AFRICA CHATBOTS MARKET BY DEPLOYMENT TYPE, 2013 - 2016, USD MILLION

Table 610 SOUTH AFRICA CHATBOTS MARKET BY DEPLOYMENT TYPE, 2017 - 2023, USD MILLION

Table 611 SOUTH AFRICA CHATBOTS MARKET BY VERTICAL, 2013 - 2016, USD MILLION

Table 612 SOUTH AFRICA CHATBOTS MARKET BY VERTICAL, 2017 - 2023, USD MILLION

Table 613 NIGERIA CHATBOTS MARKET, 2013 - 2016, USD MILLION

Table 614 NIGERIA CHATBOTS MARKET, 2017 - 2023, USD MILLION

Table 615 NIGERIA CHATBOTS MARKET BY TYPE, 2013 - 2016, USD MILLION

Table 616 NIGERIA CHATBOTS MARKET BY TYPE, 2017 - 2023, USD MILLION

Table 617 NIGERIA CHATBOTS MARKET BY SERVICES TYPE, 2013 - 2016, USD MILLION

Table 618 NIGERIA CHATBOTS MARKET BY SERVICES TYPE, 2017 - 2023, USD MILLION

Table 619 NIGERIA CHATBOTS MARKET BY USAGE, 2013 - 2016, USD MILLION

Table 620 NIGERIA CHATBOTS MARKET BY USAGE, 2017 - 2023, USD MILLION

Table 621 NIGERIA CHATBOTS MARKET BY ORGANIZATION SIZE, 2013 - 2016, USD MILLION

Table 622 NIGERIA CHATBOTS MARKET BY ORGANIZATION SIZE, 2017 - 2023, USD MILLION

Table 623 NIGERIA CHATBOTS MARKET BY DEPLOYMENT TYPE, 2013 - 2016, USD MILLION

Table 624 NIGERIA CHATBOTS MARKET BY DEPLOYMENT TYPE, 2017 - 2023, USD MILLION

Table 625 NIGERIA CHATBOTS MARKET BY VERTICAL, 2013 - 2016, USD MILLION

Table 626 NIGERIA CHATBOTS MARKET BY VERTICAL, 2017 - 2023, USD MILLION

Table 627 REST OF LAMEA CHATBOTS MARKET, 2013 - 2016, USD MILLION

Table 628 REST OF LAMEA CHATBOTS MARKET, 2017 - 2023, USD MILLION

Table 629 REST OF LAMEA CHATBOTS MARKET BY TYPE, 2013 - 2016, USD MILLION

Table 630 REST OF LAMEA CHATBOTS MARKET BY TYPE, 2017 - 2023, USD MILLION

Table 631 REST OF LAMEA CHATBOTS MARKET BY SERVICES TYPE, 2013 - 2016, USD MILLION

Table 632 REST OF LAMEA CHATBOTS MARKET BY SERVICES TYPE, 2017 - 2023, USD MILLION

Table 633 REST OF LAMEA CHATBOTS MARKET BY USAGE, 2013 - 2016, USD MILLION

Table 634 REST OF LAMEA CHATBOTS MARKET BY USAGE, 2017 - 2023, USD MILLION

Table 635 REST OF LAMEA CHATBOTS MARKET BY ORGANIZATION SIZE, 2013 - 2016, USD MILLION

Table 636 REST OF LAMEA CHATBOTS MARKET BY ORGANIZATION SIZE, 2017 - 2023, USD MILLION

Table 637 REST OF LAMEA CHATBOTS MARKET BY DEPLOYMENT TYPE, 2013 - 2016, USD MILLION

Table 638 REST OF LAMEA CHATBOTS MARKET BY DEPLOYMENT TYPE, 2017 - 2023, USD MILLION

Table 639 REST OF LAMEA CHATBOTS MARKET BY VERTICAL, 2013 - 2016, USD MILLION

Table 640 REST OF LAMEA CHATBOTS MARKET BY VERTICAL, 2017 - 2023, USD MILLION

Table 641 KEY INFORMATION – IBM CORPORATION

Table 642 KEY INFORMATION - NUANCE COMMUNICATIONS, INC.

Table 643 KEY INFORMATION – EGAIN CORPORATION

Table 644 KEY INFORMATION – NEXT IT CORPORATION

Table 645 KEY INFORMATION – GOOGLE INC. (SPEAKTOIT, INC.)

Table 646 KEY INFORMATION – 24/7 CUSTOMER, INC.

Table 647 KEY INFORMATION – CX COMPANY

Table 648 KEY INFORMATION – CREATIVE VIRTUAL PVT. LTD.

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