

# Latin America, Middle East & Africa Chatbots Market (2017 - 2023)

<https://marketpublishers.com/r/LE605CF49A9EN.html>

Date: June 2017

Pages: 164

Price: US\$ 1,500.00 (Single User License)

ID: LE605CF49A9EN

## 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 growing demand for integrated and next generation technology, rapid growth in the cloud-based solutions, and unprecedented growth in the adoption of mobile applications would further compliment the chatbots market. The cloud-based chatbot solution significantly reduces the need to significant up-front costs and also eliminates the need for server maintenance.

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 into Brazil, Argentina, UAE, Saudi Arabia, South Africa, Nigeria and Rest of Latin America, Middle East & Africa (LAMEA). Brazil remained the dominant Country in the Latin America, Middle East and Africa

Chatbots market in 2016. UAE and Saudi Arabia 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.

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