

Latin America, Middle East & Africa Conversational Systems Market (2019-2025)

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Abstracts

The Latin America, Middle East and Africa Conversational Systems Market would witness market growth of 32% CAGR during the forecast period (2019–2025).

Conversational systems are implemented for the functionalities of cognitive computing, Internet of Things, artificial intelligence, and many others. These consist of hardware and software based components which are being used in generating suitable output responses. The deployment models for these systems are cloud-based and on-premise. Conversational systems can benefit businesses in broad areas which mainly include brand productivity, improved customer service, omni channel customer experience, scalable customer service, globalization, and brand personality. For instance, customer service is enhanced through providing customers what exactly they need along with advanced AI-driven conversations. With the use of advanced AI-driven conversations, these users have become a part of a richer conversation rather than being led through a dialog. They will be part of natural conversations, which does not require being long, but the system just needs to be aware.

Based on Application, the market is segmented into Customer Support & Personal Assistance, Branding & Advertisement, Data Privacy & Compliance and Others. Based on Type, the market is segmented into Text Assistant, Voice Assistant and Others. Based on Component, the market is segmented into Compute Platforms, Solutions and Services. Based on End User, the market is segmented into BFSI, Retail & Ecommerce, Telecom, Media & Entertainment, Healthcare & Life sciences, Travel & Hospitality and Others. Based on countries, the market is segmented into Brazil, Argentina, UAE, Saudi Arabia, South Africa, Nigeria, and Rest of LAMEA.

The market research report covers the analysis of key stake holders of the market. Key

companies profiled in the report include Google Inc., Microsoft Corporation, IBM Corporation, Amazon.com, Inc., Oracle Corporation, SAP SE, Nuance Communications, Inc., Inbenta Technologies, Inc., Conversica, Inc., and Baidu, Inc.

Scope of the Study

Market Segmentation:

By Component

Compute Platforms

Solutions

Services

By Type

Text Assistant

Voice Assistant

Others

By Application

Customer Support & Personal Assistance

Branding & Advertisement

Data Privacy & Compliance

Others

By End User

BFSI

Retail & Ecommerce

Telecom

Media & Entertainment

Healthcare & Life sciences

Travel & Hospitality

Others

By Country

Brazil

Argentina

UAE

Saudi Arabia

South Africa

Nigeria

Rest of LAMEA

Companies Profiled

Google Inc.

Microsoft Corporation

IBM Corporation

Amazon.com, Inc.

Oracle Corporation

SAP SE

Nuance Communications, Inc.

Inbenta Technologies, Inc.

Conversica, Inc.

Baidu, Inc.

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