

North America 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. The need for integrated patient engagement for superior level of physician experience, exhaustive patient documentations, medicines, doctor visits and check-up reminder systems, educating patients, Electronic Health Records (EHR), etc. would significantly add to the adoption of smart advisors within the healthcare sector; therefore, the adoption of chatbots within the healthcare sector would witness tremendous growth during the forecast period.

Despite positive aspects, there are factors that are limiting the rapid and widespread adoption of chatbots. The integration issues, monitoring, management, and security concerns are some of the factors that are limiting the growth of the chatbots market.

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 US, Canada, Mexico and Rest of North America. US remained the dominant Country in the North America Chatbots market in 2016. Canada 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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