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Global AI for Customer Service Market Growth (Status and Outlook) 2025-2031

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Abstracts

The global AI for Customer Service market size is predicted to grow from US$ million in 2025 to US$ million in 2031; it is expected to grow at a CAGR of %from 2025 to 2031.

China and the United States are two leaders in AI industry. On the AI 100 list (2022) released by CB Insights, the number of companies in the United States ranks first, with more than 70 companies, followed by the United Kingdom, with 8 companies on the list. China and Canada both holds 5 companies on the list. According to data from the China Academy of Information and Communications Technology, the scale of China's core artificial intelligence industry reached ?508 billion in 2022, a year-on-year increase of 18%. From 2013 to November 2022, the cumulative number of patent applications for artificial intelligence inventions in the world reached 729,000, and the cumulative number of applications in China reached 389,000, accounting for 53.4%. However, the Global Artificial Intelligence Innovation Index Report 2021 released by the China Institute of Scientific and Technological Information shows that the overall strength of the United States is still far ahead. The number of artificial intelligence companies in the United States is about 4,670, while China has only 880. China's data center is less than 1/27 of that of the United States.

LPI (LP Information)' newest research report, the “AI for Customer Service Industry Forecast” looks at past sales and reviews total world AI for Customer Service sales in 2024, providing a comprehensive analysis by region and market sector of projected AI for Customer Service sales for 2025 through 2031. With AI for Customer Service sales broken down by region, market sector and sub-sector, this report provides a detailed analysis in US$ millions of the world AI for Customer Service industry.

This Insight Report provides a comprehensive analysis of the global AI for Customer

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Service landscape and highlights key trends related to product segmentation, company formation, revenue, and market share, latest development, and M&A activity. This report also analyses the strategies of leading global companies with a focus on AI for Customer Service portfolios and capabilities, market entry strategies, market positions, and geographic footprints, to better understand these firms' unique position in an accelerating global AI for Customer Service market.

This Insight Report evaluates the key market trends, drivers, and affecting factors shaping the global outlook for AI for Customer Service and breaks down the forecast by Type, by Application, geography, and market size to highlight emerging pockets of opportunity. With a transparent methodology based on hundreds of bottom-up qualitative and quantitative market inputs, this study forecast offers a highly nuanced view of the current state and future trajectory in the global AI for Customer Service.

This report presents a comprehensive overview, market shares, and growth opportunities of AI for Customer Service market by product type, application, key players and key regions and countries.

Segmentation by Type:

On-premise

Cloud-based

Segmentation by Application:

E-commerce Service

Enterprise Sales

Others

This report also splits the market by region:

Americas

United States

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- Canada
- Mexico
- Brazil

APAC

- China
- Japan
- Korea
- Southeast Asia
- India
- Australia

Europe

- Germany
- France
- UK
- Italy
- Russia

Middle East & Africa

- Egypt
- South Africa

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Israel

Turkey

GCC Countries

The below companies that are profiled have been selected based on inputs gathered from primary experts and analyzing the company's coverage, product portfolio, its market penetration.

IBM

Ant Group

Chatra

ClickDesk

Freshdesk

Huawei

Kayako Engage

LeyanTech

LivePerson

Olark

Provide Support

Salesforce Essentials

SnapEngage

Solvvy

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Tidio Chat

Udesk

Userlike

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