

Global AI Chatbots Software Market Growth (Status and Outlook) 2026-2032

<https://marketpublishers.com/r/G296C097DB9EEN.html>

Date: July 2026

Pages: 205

Price: US\$ 3,660.00 (Single User License)

ID: G296C097DB9EEN

Abstracts

The global AI Chatbots Software market size is predicted to grow from US\$ 6171 million in 2025 to US\$ 28646 million in 2032; it is expected to grow at a CAGR of 25.0% from 2026 to 2032.

AI Chatbots Software is a type of intelligent application built on artificial intelligence (AI) technologies such as natural language processing (NLP), natural language understanding (NLU), machine learning (ML), and large language models (LLMs). It enables automated, human-like conversations with users through text or voice interfaces across multiple channels.

Unlike traditional rule-based chatbots (which only respond to predefined keywords and scenarios), AI chatbots can understand context, learn from interactions, and handle complex, unstructured user queries, making conversations more flexible and personalized.

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 1/87 of that of the United States.

LPI (LP Information)' newest research report, the 'AI Chatbots Software Industry Forecast' looks at past sales and reviews total world AI Chatbots Software sales in 2025, providing a comprehensive analysis by region and market sector of projected AI Chatbots Software sales for 2026 through 2032. With AI Chatbots Software sales broken down by region, market sector and sub-sector, this report provides a detailed analysis in US\$ millions of the world AI Chatbots Software industry.

This Insight Report provides a comprehensive analysis of the global AI Chatbots Software 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 Chatbots Software portfolios and capabilities, market entry strategies, market positions, and geographic footprints, to better understand these firms' unique position in an accelerating global AI Chatbots Software market.

This Insight Report evaluates the key market trends, drivers, and affecting factors shaping the global outlook for AI Chatbots Software 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 Chatbots Software.

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

Segmentation by Type:

On-premises

Cloud Based

Segmentation by Technology Architecture:

Rule-Based

AI/NLP-Based

Generative AI

Segmentation by Enterprise Size:

Large Enterprises

SMEs

Segmentation by Application:

Marketing

Recruitment

Booking

Others

This report also splits the market by region:

Americas

United States

Canada

Mexico

Brazil

APAC

China

Japan

Korea

Southeast Asia

India

Australia

Europe

Germany

France

UK

Italy

Russia

Middle East & Africa

Egypt

South Africa

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.

chatbot

HubSpot

Tidio

Freshchat

Drift

Chatfuel

MobileMonkey

Zendesk

Quriobot

Intercom

SnapEngage

Netomi

atSpoke

Dasha AI

SurveySparrow

Replika

Mindsay

Rulai

LivePerson

Inbenta

Vergic

ProProfs

Botsify

Giosg

Activechat

Flow XO

Pandorabots

SnatchBot

Xenioo

Imperson

Crisp

BotUp

Aivo

Genesys

Ada

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