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Global Call Center AI Market Growth (Status and Outlook) 2023-2029

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Abstracts

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LPI (LP Information)' newest research report, the “Call Center AI Industry Forecast” looks at past sales and reviews total world Call Center AI sales in 2022, providing a comprehensive analysis by region and market sector of projected Call Center AI sales for 2023 through 2029. With Call Center AI sales broken down by region, market sector and sub-sector, this report provides a detailed analysis in US$ millions of the world Call Center AI industry.

This Insight Report provides a comprehensive analysis of the global Call Center AI landscape and highlights key trends related to product segmentation, company formation, revenue, and market share, latest development, and M&A activity. This report also analyzes the strategies of leading global companies with a focus on Call Center AI portfolios and capabilities, market entry strategies, market positions, and geographic footprints, to better understand these firms’ unique position in an accelerating global Call Center AI market.

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

The global Call Center AI market size is projected to grow from US$ 947.1 million in 2022 to US$ 2266.9 million in 2029; it is expected to grow at a CAGR of 13.3% from

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2023 to 2029.

United States market for Call Center AI is estimated to increase from US$ million in 2022 to US$ million by 2029, at a CAGR of % from 2023 through 2029.

China market for Call Center AI is estimated to increase from US$ million in 2022 to US$ million by 2029, at a CAGR of % from 2023 through 2029.

Europe market for Call Center AI is estimated to increase from US$ million in 2022 to US$ million by 2029, at a CAGR of % from 2023 through 2029.

Global key Call Center AI players cover IBM (US), Google (US), Microsoft (US), Oracle (US), SAP (Germany), AWS (US), Nuance Communications (US), Avaya (US) and Haptik (India), etc. In terms of revenue, the global two largest companies occupied for a share nearly % in 2022.

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

Market Segmentation:

Segmentation by type

Cloud-Based

On-Premise

Segmentation by application

BFSI

Retail and E-commerce

Telecommunications

Health Care

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Media and Entertainment

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

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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.

IBM (US)

Google (US)

Microsoft (US)

Oracle (US)

SAP (Germany)

AWS (US)

Nuance Communications (US)

Avaya (US)

Haptik (India)

Artificial Solutions (Spain)

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Zendesk (US)

Conversica (US)

Rulai (US)

Inbenta Technologies (US)

Kore.ai (US)

EdgeVerve Systems (Infosys) (India)

Pypestream (US)

Avaamo (US)

Talkdesk (US)

NICE inContact (US)

Creative Virtual (UK)

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