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

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Abstracts

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Contact center software allows companies to manage a high volume of inbound and outbound customer communications across a range of channels. This includes call center solutions, which focus on managing and handling incoming calls based on the number called and an associated database of handling instructions. Contact Centers, and related call centers, are typically part of a company’s overall customer relationship management (CRM) processes and strategy. Many products offer the ability to track and store individual caller data. As such, previous call histories can be accessed by the agent each time a customer calls. This can reduce call average handle time (AHT) and time spent manually entering customer data. Contact Center software is ideal for small, midsize, and large contact centers. It is used in a wide variety of industries. Many Contact Center products are now omni-channel, or multi-channel. These products are typically cloud-based and have expanded their capabilities beyond traditional call center activity. Omni-channel software has the capabilities to handle and integrate customer communications across all potential touchpoints and channels. These can include voice, VoIP, email, fax, video chat, SMS/text, and social media platforms.

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

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This Insight Report provides a comprehensive analysis of the global Contact Center AI 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 analyzes the strategies of leading global companies with a focus on Contact Center AI Software portfolios and capabilities, market entry strategies, market positions, and geographic footprints, to better understand these firms' unique position in an accelerating global Contact Center AI Software market.

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

The global Contact Center AI Software market size is projected to grow from US$ million in 2022 to US$ million in 2029; it is expected to grow at a CAGR of % from 2023 to 2029.

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

Global key Contact Center AI Software players cover Oracle Corporation, SAP SE, Alcatel-Lucent Enterprise, Avaya, Mitel, Nextiva, VoIP Logic, Asterisk and Elastix, 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 Contact Center AI Software market by product type, application, key players and key regions and countries.

Market Segmentation:

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Segmentation by type

- Cloud-Based Type
- On-Premise Type

Segmentation by application

- Banking, Financial Services, and Insurance (BFSI)
- Retail and Consumer Goods
- IT and Telecom
- Healthcare
- Travel and Hospitality
- Government
- Media and Entertainment
- Others

This report also splits the market by region:

- Americas
  - United States
  - Canada
  - Mexico
  - Brazil
- APAC

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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

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from primary experts and analyzing the company's coverage, product portfolio, its market penetration.

Oracle Corporation

SAP SE

Alcatel-Lucent Enterprise

Avaya

Mitel

Nextiva

VoIP Logic

Asterisk

Elastix

NEC

RingCentral

Five9

NICE in Contact

Aspect

8x8

Inteliwise

Cisco Systems

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