

# 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.

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:**

## 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

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.

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

## Contents

### 1 SCOPE OF THE REPORT

- 1.1 Market Introduction
- 1.2 Years Considered
- 1.3 Research Objectives
- 1.4 Market Research Methodology
- 1.5 Research Process and Data Source
- 1.6 Economic Indicators
- 1.7 Currency Considered
- 1.8 Market Estimation Caveats

### 2 EXECUTIVE SUMMARY

- 2.1 World Market Overview
  - 2.1.1 Global Contact Center AI Software Market Size 2018-2029
  - 2.1.2 Contact Center AI Software Market Size CAGR by Region 2018 VS 2022 VS 2029
- 2.2 Contact Center AI Software Segment by Type
  - 2.2.1 Cloud-Based Type
  - 2.2.2 On-Premise Type
- 2.3 Contact Center AI Software Market Size by Type
  - 2.3.1 Contact Center AI Software Market Size CAGR by Type (2018 VS 2022 VS 2029)
  - 2.3.2 Global Contact Center AI Software Market Size Market Share by Type (2018-2023)
- 2.4 Contact Center AI Software Segment by Application
  - 2.4.1 Banking, Financial Services, and Insurance (BFSI)
  - 2.4.2 Retail and Consumer Goods
  - 2.4.3 IT and Telecom
  - 2.4.4 Healthcare
  - 2.4.5 Travel and Hospitality
  - 2.4.6 Government
  - 2.4.7 Media and Entertainment
  - 2.4.8 Others
- 2.5 Contact Center AI Software Market Size by Application
  - 2.5.1 Contact Center AI Software Market Size CAGR by Application (2018 VS 2022 VS 2029)

2.5.2 Global Contact Center AI Software Market Size Market Share by Application (2018-2023)

### **3 CONTACT CENTER AI SOFTWARE MARKET SIZE BY PLAYER**

3.1 Contact Center AI Software Market Size Market Share by Players

3.1.1 Global Contact Center AI Software Revenue by Players (2018-2023)

3.1.2 Global Contact Center AI Software Revenue Market Share by Players (2018-2023)

3.2 Global Contact Center AI Software Key Players Head office and Products Offered

3.3 Market Concentration Rate Analysis

3.3.1 Competition Landscape Analysis

3.3.2 Concentration Ratio (CR3, CR5 and CR10) & (2021-2023)

3.4 New Products and Potential Entrants

3.5 Mergers & Acquisitions, Expansion

### **4 CONTACT CENTER AI SOFTWARE BY REGIONS**

4.1 Contact Center AI Software Market Size by Regions (2018-2023)

4.2 Americas Contact Center AI Software Market Size Growth (2018-2023)

4.3 APAC Contact Center AI Software Market Size Growth (2018-2023)

4.4 Europe Contact Center AI Software Market Size Growth (2018-2023)

4.5 Middle East & Africa Contact Center AI Software Market Size Growth (2018-2023)

### **5 AMERICAS**

5.1 Americas Contact Center AI Software Market Size by Country (2018-2023)

5.2 Americas Contact Center AI Software Market Size by Type (2018-2023)

5.3 Americas Contact Center AI Software Market Size by Application (2018-2023)

5.4 United States

5.5 Canada

5.6 Mexico

5.7 Brazil

### **6 APAC**

6.1 APAC Contact Center AI Software Market Size by Region (2018-2023)

6.2 APAC Contact Center AI Software Market Size by Type (2018-2023)

6.3 APAC Contact Center AI Software Market Size by Application (2018-2023)

- 6.4 China
- 6.5 Japan
- 6.6 Korea
- 6.7 Southeast Asia
- 6.8 India
- 6.9 Australia

## **7 EUROPE**

- 7.1 Europe Contact Center AI Software by Country (2018-2023)
- 7.2 Europe Contact Center AI Software Market Size by Type (2018-2023)
- 7.3 Europe Contact Center AI Software Market Size by Application (2018-2023)
- 7.4 Germany
- 7.5 France
- 7.6 UK
- 7.7 Italy
- 7.8 Russia

## **8 MIDDLE EAST & AFRICA**

- 8.1 Middle East & Africa Contact Center AI Software by Region (2018-2023)
- 8.2 Middle East & Africa Contact Center AI Software Market Size by Type (2018-2023)
- 8.3 Middle East & Africa Contact Center AI Software Market Size by Application (2018-2023)
- 8.4 Egypt
- 8.5 South Africa
- 8.6 Israel
- 8.7 Turkey
- 8.8 GCC Countries

## **9 MARKET DRIVERS, CHALLENGES AND TRENDS**

- 9.1 Market Drivers & Growth Opportunities
- 9.2 Market Challenges & Risks
- 9.3 Industry Trends

## **10 GLOBAL CONTACT CENTER AI SOFTWARE MARKET FORECAST**

- 10.1 Global Contact Center AI Software Forecast by Regions (2024-2029)

- 10.1.1 Global Contact Center AI Software Forecast by Regions (2024-2029)
- 10.1.2 Americas Contact Center AI Software Forecast
- 10.1.3 APAC Contact Center AI Software Forecast
- 10.1.4 Europe Contact Center AI Software Forecast
- 10.1.5 Middle East & Africa Contact Center AI Software Forecast
- 10.2 Americas Contact Center AI Software Forecast by Country (2024-2029)
  - 10.2.1 United States Contact Center AI Software Market Forecast
  - 10.2.2 Canada Contact Center AI Software Market Forecast
  - 10.2.3 Mexico Contact Center AI Software Market Forecast
  - 10.2.4 Brazil Contact Center AI Software Market Forecast
- 10.3 APAC Contact Center AI Software Forecast by Region (2024-2029)
  - 10.3.1 China Contact Center AI Software Market Forecast
  - 10.3.2 Japan Contact Center AI Software Market Forecast
  - 10.3.3 Korea Contact Center AI Software Market Forecast
  - 10.3.4 Southeast Asia Contact Center AI Software Market Forecast
  - 10.3.5 India Contact Center AI Software Market Forecast
  - 10.3.6 Australia Contact Center AI Software Market Forecast
- 10.4 Europe Contact Center AI Software Forecast by Country (2024-2029)
  - 10.4.1 Germany Contact Center AI Software Market Forecast
  - 10.4.2 France Contact Center AI Software Market Forecast
  - 10.4.3 UK Contact Center AI Software Market Forecast
  - 10.4.4 Italy Contact Center AI Software Market Forecast
  - 10.4.5 Russia Contact Center AI Software Market Forecast
- 10.5 Middle East & Africa Contact Center AI Software Forecast by Region (2024-2029)
  - 10.5.1 Egypt Contact Center AI Software Market Forecast
  - 10.5.2 South Africa Contact Center AI Software Market Forecast
  - 10.5.3 Israel Contact Center AI Software Market Forecast
  - 10.5.4 Turkey Contact Center AI Software Market Forecast
  - 10.5.5 GCC Countries Contact Center AI Software Market Forecast
- 10.6 Global Contact Center AI Software Forecast by Type (2024-2029)
- 10.7 Global Contact Center AI Software Forecast by Application (2024-2029)

## **11 KEY PLAYERS ANALYSIS**

- 11.1 Oracle Corporation
  - 11.1.1 Oracle Corporation Company Information
  - 11.1.2 Oracle Corporation Contact Center AI Software Product Offered
  - 11.1.3 Oracle Corporation Contact Center AI Software Revenue, Gross Margin and Market Share (2018-2023)

- 11.1.4 Oracle Corporation Main Business Overview
- 11.1.5 Oracle Corporation Latest Developments
- 11.2 SAP SE
  - 11.2.1 SAP SE Company Information
  - 11.2.2 SAP SE Contact Center AI Software Product Offered
  - 11.2.3 SAP SE Contact Center AI Software Revenue, Gross Margin and Market Share (2018-2023)
  - 11.2.4 SAP SE Main Business Overview
  - 11.2.5 SAP SE Latest Developments
- 11.3 Alcatel-Lucent Enterprise
  - 11.3.1 Alcatel-Lucent Enterprise Company Information
  - 11.3.2 Alcatel-Lucent Enterprise Contact Center AI Software Product Offered
  - 11.3.3 Alcatel-Lucent Enterprise Contact Center AI Software Revenue, Gross Margin and Market Share (2018-2023)
  - 11.3.4 Alcatel-Lucent Enterprise Main Business Overview
  - 11.3.5 Alcatel-Lucent Enterprise Latest Developments
- 11.4 Avaya
  - 11.4.1 Avaya Company Information
  - 11.4.2 Avaya Contact Center AI Software Product Offered
  - 11.4.3 Avaya Contact Center AI Software Revenue, Gross Margin and Market Share (2018-2023)
  - 11.4.4 Avaya Main Business Overview
  - 11.4.5 Avaya Latest Developments
- 11.5 Mitel
  - 11.5.1 Mitel Company Information
  - 11.5.2 Mitel Contact Center AI Software Product Offered
  - 11.5.3 Mitel Contact Center AI Software Revenue, Gross Margin and Market Share (2018-2023)
  - 11.5.4 Mitel Main Business Overview
  - 11.5.5 Mitel Latest Developments
- 11.6 Nextiva
  - 11.6.1 Nextiva Company Information
  - 11.6.2 Nextiva Contact Center AI Software Product Offered
  - 11.6.3 Nextiva Contact Center AI Software Revenue, Gross Margin and Market Share (2018-2023)
  - 11.6.4 Nextiva Main Business Overview
  - 11.6.5 Nextiva Latest Developments
- 11.7 VoIP Logic
  - 11.7.1 VoIP Logic Company Information

- 11.7.2 VoIP Logic Contact Center AI Software Product Offered
- 11.7.3 VoIP Logic Contact Center AI Software Revenue, Gross Margin and Market Share (2018-2023)
- 11.7.4 VoIP Logic Main Business Overview
- 11.7.5 VoIP Logic Latest Developments
- 11.8 Asterisk
  - 11.8.1 Asterisk Company Information
  - 11.8.2 Asterisk Contact Center AI Software Product Offered
  - 11.8.3 Asterisk Contact Center AI Software Revenue, Gross Margin and Market Share (2018-2023)
  - 11.8.4 Asterisk Main Business Overview
  - 11.8.5 Asterisk Latest Developments
- 11.9 Elastix
  - 11.9.1 Elastix Company Information
  - 11.9.2 Elastix Contact Center AI Software Product Offered
  - 11.9.3 Elastix Contact Center AI Software Revenue, Gross Margin and Market Share (2018-2023)
  - 11.9.4 Elastix Main Business Overview
  - 11.9.5 Elastix Latest Developments
- 11.10 NEC
  - 11.10.1 NEC Company Information
  - 11.10.2 NEC Contact Center AI Software Product Offered
  - 11.10.3 NEC Contact Center AI Software Revenue, Gross Margin and Market Share (2018-2023)
  - 11.10.4 NEC Main Business Overview
  - 11.10.5 NEC Latest Developments
- 11.11 RingCentral
  - 11.11.1 RingCentral Company Information
  - 11.11.2 RingCentral Contact Center AI Software Product Offered
  - 11.11.3 RingCentral Contact Center AI Software Revenue, Gross Margin and Market Share (2018-2023)
  - 11.11.4 RingCentral Main Business Overview
  - 11.11.5 RingCentral Latest Developments
- 11.12 Five9
  - 11.12.1 Five9 Company Information
  - 11.12.2 Five9 Contact Center AI Software Product Offered
  - 11.12.3 Five9 Contact Center AI Software Revenue, Gross Margin and Market Share (2018-2023)
  - 11.12.4 Five9 Main Business Overview

- 11.12.5 Five9 Latest Developments
- 11.13 NICE in Contact
  - 11.13.1 NICE in Contact Company Information
  - 11.13.2 NICE in Contact Contact Center AI Software Product Offered
  - 11.13.3 NICE in Contact Contact Center AI Software Revenue, Gross Margin and Market Share (2018-2023)
  - 11.13.4 NICE in Contact Main Business Overview
  - 11.13.5 NICE in Contact Latest Developments
- 11.14 Aspect
  - 11.14.1 Aspect Company Information
  - 11.14.2 Aspect Contact Center AI Software Product Offered
  - 11.14.3 Aspect Contact Center AI Software Revenue, Gross Margin and Market Share (2018-2023)
  - 11.14.4 Aspect Main Business Overview
  - 11.14.5 Aspect Latest Developments
- 11.15 8x8
  - 11.15.1 8x8 Company Information
  - 11.15.2 8x8 Contact Center AI Software Product Offered
  - 11.15.3 8x8 Contact Center AI Software Revenue, Gross Margin and Market Share (2018-2023)
  - 11.15.4 8x8 Main Business Overview
  - 11.15.5 8x8 Latest Developments
- 11.16 Inteliwise
  - 11.16.1 Inteliwise Company Information
  - 11.16.2 Inteliwise Contact Center AI Software Product Offered
  - 11.16.3 Inteliwise Contact Center AI Software Revenue, Gross Margin and Market Share (2018-2023)
  - 11.16.4 Inteliwise Main Business Overview
  - 11.16.5 Inteliwise Latest Developments
- 11.17 Cisco Systems
  - 11.17.1 Cisco Systems Company Information
  - 11.17.2 Cisco Systems Contact Center AI Software Product Offered
  - 11.17.3 Cisco Systems Contact Center AI Software Revenue, Gross Margin and Market Share (2018-2023)
  - 11.17.4 Cisco Systems Main Business Overview
  - 11.17.5 Cisco Systems Latest Developments

## **12 RESEARCH FINDINGS AND CONCLUSION**

## List Of Tables

### LIST OF TABLES

Table 1. Contact Center AI Software Market Size CAGR by Region (2018 VS 2022 VS 2029) & (\$ Millions)

Table 2. Major Players of Cloud-Based Type

Table 3. Major Players of On-Premise Type

Table 4. Contact Center AI Software Market Size CAGR by Type (2018 VS 2022 VS 2029) & (\$ Millions)

Table 5. Global Contact Center AI Software Market Size by Type (2018-2023) & (\$ Millions)

Table 6. Global Contact Center AI Software Market Size Market Share by Type (2018-2023)

Table 7. Contact Center AI Software Market Size CAGR by Application (2018 VS 2022 VS 2029) & (\$ Millions)

Table 8. Global Contact Center AI Software Market Size by Application (2018-2023) & (\$ Millions)

Table 9. Global Contact Center AI Software Market Size Market Share by Application (2018-2023)

Table 10. Global Contact Center AI Software Revenue by Players (2018-2023) & (\$ Millions)

Table 11. Global Contact Center AI Software Revenue Market Share by Player (2018-2023)

Table 12. Contact Center AI Software Key Players Head office and Products Offered

Table 13. Contact Center AI Software Concentration Ratio (CR3, CR5 and CR10) & (2021-2023)

Table 14. New Products and Potential Entrants

Table 15. Mergers & Acquisitions, Expansion

Table 16. Global Contact Center AI Software Market Size by Regions 2018-2023 & (\$ Millions)

Table 17. Global Contact Center AI Software Market Size Market Share by Regions (2018-2023)

Table 18. Global Contact Center AI Software Revenue by Country/Region (2018-2023) & (\$ millions)

Table 19. Global Contact Center AI Software Revenue Market Share by Country/Region (2018-2023)

Table 20. Americas Contact Center AI Software Market Size by Country (2018-2023) & (\$ Millions)

Table 21. Americas Contact Center AI Software Market Size Market Share by Country (2018-2023)

Table 22. Americas Contact Center AI Software Market Size by Type (2018-2023) & (\$ Millions)

Table 23. Americas Contact Center AI Software Market Size Market Share by Type (2018-2023)

Table 24. Americas Contact Center AI Software Market Size by Application (2018-2023) & (\$ Millions)

Table 25. Americas Contact Center AI Software Market Size Market Share by Application (2018-2023)

Table 26. APAC Contact Center AI Software Market Size by Region (2018-2023) & (\$ Millions)

Table 27. APAC Contact Center AI Software Market Size Market Share by Region (2018-2023)

Table 28. APAC Contact Center AI Software Market Size by Type (2018-2023) & (\$ Millions)

Table 29. APAC Contact Center AI Software Market Size Market Share by Type (2018-2023)

Table 30. APAC Contact Center AI Software Market Size by Application (2018-2023) & (\$ Millions)

Table 31. APAC Contact Center AI Software Market Size Market Share by Application (2018-2023)

Table 32. Europe Contact Center AI Software Market Size by Country (2018-2023) & (\$ Millions)

Table 33. Europe Contact Center AI Software Market Size Market Share by Country (2018-2023)

Table 34. Europe Contact Center AI Software Market Size by Type (2018-2023) & (\$ Millions)

Table 35. Europe Contact Center AI Software Market Size Market Share by Type (2018-2023)

Table 36. Europe Contact Center AI Software Market Size by Application (2018-2023) & (\$ Millions)

Table 37. Europe Contact Center AI Software Market Size Market Share by Application (2018-2023)

Table 38. Middle East & Africa Contact Center AI Software Market Size by Region (2018-2023) & (\$ Millions)

Table 39. Middle East & Africa Contact Center AI Software Market Size Market Share by Region (2018-2023)

Table 40. Middle East & Africa Contact Center AI Software Market Size by Type

(2018-2023) & (\$ Millions)

Table 41. Middle East & Africa Contact Center AI Software Market Size Market Share by Type (2018-2023)

Table 42. Middle East & Africa Contact Center AI Software Market Size by Application (2018-2023) & (\$ Millions)

Table 43. Middle East & Africa Contact Center AI Software Market Size Market Share by Application (2018-2023)

Table 44. Key Market Drivers & Growth Opportunities of Contact Center AI Software

Table 45. Key Market Challenges & Risks of Contact Center AI Software

Table 46. Key Industry Trends of Contact Center AI Software

Table 47. Global Contact Center AI Software Market Size Forecast by Regions (2024-2029) & (\$ Millions)

Table 48. Global Contact Center AI Software Market Size Market Share Forecast by Regions (2024-2029)

Table 49. Global Contact Center AI Software Market Size Forecast by Type (2024-2029) & (\$ Millions)

Table 50. Global Contact Center AI Software Market Size Forecast by Application (2024-2029) & (\$ Millions)

Table 51. Oracle Corporation Details, Company Type, Contact Center AI Software Area Served and Its Competitors

Table 52. Oracle Corporation Contact Center AI Software Product Offered

Table 53. Oracle Corporation Contact Center AI Software Revenue (\$ million), Gross Margin and Market Share (2018-2023)

Table 54. Oracle Corporation Main Business

Table 55. Oracle Corporation Latest Developments

Table 56. SAP SE Details, Company Type, Contact Center AI Software Area Served and Its Competitors

Table 57. SAP SE Contact Center AI Software Product Offered

Table 58. SAP SE Main Business

Table 59. SAP SE Contact Center AI Software Revenue (\$ million), Gross Margin and Market Share (2018-2023)

Table 60. SAP SE Latest Developments

Table 61. Alcatel-Lucent Enterprise Details, Company Type, Contact Center AI Software Area Served and Its Competitors

Table 62. Alcatel-Lucent Enterprise Contact Center AI Software Product Offered

Table 63. Alcatel-Lucent Enterprise Main Business

Table 64. Alcatel-Lucent Enterprise Contact Center AI Software Revenue (\$ million), Gross Margin and Market Share (2018-2023)

Table 65. Alcatel-Lucent Enterprise Latest Developments

Table 66. Avaya Details, Company Type, Contact Center AI Software Area Served and Its Competitors

Table 67. Avaya Contact Center AI Software Product Offered

Table 68. Avaya Main Business

Table 69. Avaya Contact Center AI Software Revenue (\$ million), Gross Margin and Market Share (2018-2023)

Table 70. Avaya Latest Developments

Table 71. Mitel Details, Company Type, Contact Center AI Software Area Served and Its Competitors

Table 72. Mitel Contact Center AI Software Product Offered

Table 73. Mitel Main Business

Table 74. Mitel Contact Center AI Software Revenue (\$ million), Gross Margin and Market Share (2018-2023)

Table 75. Mitel Latest Developments

Table 76. Nextiva Details, Company Type, Contact Center AI Software Area Served and Its Competitors

Table 77. Nextiva Contact Center AI Software Product Offered

Table 78. Nextiva Main Business

Table 79. Nextiva Contact Center AI Software Revenue (\$ million), Gross Margin and Market Share (2018-2023)

Table 80. Nextiva Latest Developments

Table 81. VoIP Logic Details, Company Type, Contact Center AI Software Area Served and Its Competitors

Table 82. VoIP Logic Contact Center AI Software Product Offered

Table 83. VoIP Logic Main Business

Table 84. VoIP Logic Contact Center AI Software Revenue (\$ million), Gross Margin and Market Share (2018-2023)

Table 85. VoIP Logic Latest Developments

Table 86. Asterisk Details, Company Type, Contact Center AI Software Area Served and Its Competitors

Table 87. Asterisk Contact Center AI Software Product Offered

Table 88. Asterisk Main Business

Table 89. Asterisk Contact Center AI Software Revenue (\$ million), Gross Margin and Market Share (2018-2023)

Table 90. Asterisk Latest Developments

Table 91. Elastix Details, Company Type, Contact Center AI Software Area Served and Its Competitors

Table 92. Elastix Contact Center AI Software Product Offered

Table 93. Elastix Main Business

Table 94. Elastix Contact Center AI Software Revenue (\$ million), Gross Margin and Market Share (2018-2023)

Table 95. Elastix Latest Developments

Table 96. NEC Details, Company Type, Contact Center AI Software Area Served and Its Competitors

Table 97. NEC Contact Center AI Software Product Offered

Table 98. NEC Main Business

Table 99. NEC Contact Center AI Software Revenue (\$ million), Gross Margin and Market Share (2018-2023)

Table 100. NEC Latest Developments

Table 101. RingCentral Details, Company Type, Contact Center AI Software Area Served and Its Competitors

Table 102. RingCentral Contact Center AI Software Product Offered

Table 103. RingCentral Contact Center AI Software Revenue (\$ million), Gross Margin and Market Share (2018-2023)

Table 104. RingCentral Main Business

Table 105. RingCentral Latest Developments

Table 106. Five9 Details, Company Type, Contact Center AI Software Area Served and Its Competitors

Table 107. Five9 Contact Center AI Software Product Offered

Table 108. Five9 Main Business

Table 109. Five9 Contact Center AI Software Revenue (\$ million), Gross Margin and Market Share (2018-2023)

Table 110. Five9 Latest Developments

Table 111. NICE in Contact Details, Company Type, Contact Center AI Software Area Served and Its Competitors

Table 112. NICE in Contact Contact Center AI Software Product Offered

Table 113. NICE in Contact Main Business

Table 114. NICE in Contact Contact Center AI Software Revenue (\$ million), Gross Margin and Market Share (2018-2023)

Table 115. NICE in Contact Latest Developments

Table 116. Aspect Details, Company Type, Contact Center AI Software Area Served and Its Competitors

Table 117. Aspect Contact Center AI Software Product Offered

Table 118. Aspect Main Business

Table 119. Aspect Contact Center AI Software Revenue (\$ million), Gross Margin and Market Share (2018-2023)

Table 120. Aspect Latest Developments

Table 121. 8x8 Details, Company Type, Contact Center AI Software Area Served and

Its Competitors

Table 122. 8x8 Contact Center AI Software Product Offered

Table 123. 8x8 Main Business

Table 124. 8x8 Contact Center AI Software Revenue (\$ million), Gross Margin and Market Share (2018-2023)

Table 125. 8x8 Latest Developments

Table 126. Inteliwise Details, Company Type, Contact Center AI Software Area Served and Its Competitors

Table 127. Inteliwise Contact Center AI Software Product Offered

Table 128. Inteliwise Main Business

Table 129. Inteliwise Contact Center AI Software Revenue (\$ million), Gross Margin and Market Share (2018-2023)

Table 130. Inteliwise Latest Developments

Table 131. Cisco Systems Details, Company Type, Contact Center AI Software Area Served and Its Competitors

Table 132. Cisco Systems Contact Center AI Software Product Offered

Table 133. Cisco Systems Main Business

Table 134. Cisco Systems Contact Center AI Software Revenue (\$ million), Gross Margin and Market Share (2018-2023)

Table 135. Cisco Systems Latest Developments

## List Of Figures

### LIST OF FIGURES

Figure 1. Contact Center AI Software Report Years Considered

Figure 2. Research Objectives

Figure 3. Research Methodology

Figure 4. Research Process and Data Source

Figure 5. Global Contact Center AI Software Market Size Growth Rate 2018-2029 (\$ Millions)

Figure 6. Contact Center AI Software Sales by Geographic Region (2018, 2022 & 2029) & (\$ millions)

Figure 7. Contact Center AI Software Sales Market Share by Country/Region (2022)

Figure 8. Contact Center AI Software Sales Market Share by Country/Region (2018, 2022 & 2029)

Figure 9. Global Contact Center AI Software Market Size Market Share by Type in 2022

Figure 10. Contact Center AI Software in Banking, Financial Services, and Insurance (BFSI)

Figure 11. Global Contact Center AI Software Market: Banking, Financial Services, and Insurance (BFSI) (2018-2023) & (\$ Millions)

Figure 12. Contact Center AI Software in Retail and Consumer Goods

Figure 13. Global Contact Center AI Software Market: Retail and Consumer Goods (2018-2023) & (\$ Millions)

Figure 14. Contact Center AI Software in IT and Telecom

Figure 15. Global Contact Center AI Software Market: IT and Telecom (2018-2023) & (\$ Millions)

Figure 16. Contact Center AI Software in Healthcare

Figure 17. Global Contact Center AI Software Market: Healthcare (2018-2023) & (\$ Millions)

Figure 18. Contact Center AI Software in Travel and Hospitality

Figure 19. Global Contact Center AI Software Market: Travel and Hospitality (2018-2023) & (\$ Millions)

Figure 20. Contact Center AI Software in Government

Figure 21. Global Contact Center AI Software Market: Government (2018-2023) & (\$ Millions)

Figure 22. Contact Center AI Software in Media and Entertainment

Figure 23. Global Contact Center AI Software Market: Media and Entertainment (2018-2023) & (\$ Millions)

Figure 24. Contact Center AI Software in Others

Figure 25. Global Contact Center AI Software Market: Others (2018-2023) & (\$ Millions)

Figure 26. Global Contact Center AI Software Market Size Market Share by Application in 2022

Figure 27. Global Contact Center AI Software Revenue Market Share by Player in 2022

Figure 28. Global Contact Center AI Software Market Size Market Share by Regions (2018-2023)

Figure 29. Americas Contact Center AI Software Market Size 2018-2023 (\$ Millions)

Figure 30. APAC Contact Center AI Software Market Size 2018-2023 (\$ Millions)

Figure 31. Europe Contact Center AI Software Market Size 2018-2023 (\$ Millions)

Figure 32. Middle East & Africa Contact Center AI Software Market Size 2018-2023 (\$ Millions)

Figure 33. Americas Contact Center AI Software Value Market Share by Country in 2022

Figure 34. United States Contact Center AI Software Market Size Growth 2018-2023 (\$ Millions)

Figure 35. Canada Contact Center AI Software Market Size Growth 2018-2023 (\$ Millions)

Figure 36. Mexico Contact Center AI Software Market Size Growth 2018-2023 (\$ Millions)

Figure 37. Brazil Contact Center AI Software Market Size Growth 2018-2023 (\$ Millions)

Figure 38. APAC Contact Center AI Software Market Size Market Share by Region in 2022

Figure 39. APAC Contact Center AI Software Market Size Market Share by Type in 2022

Figure 40. APAC Contact Center AI Software Market Size Market Share by Application in 2022

Figure 41. China Contact Center AI Software Market Size Growth 2018-2023 (\$ Millions)

Figure 42. Japan Contact Center AI Software Market Size Growth 2018-2023 (\$ Millions)

Figure 43. Korea Contact Center AI Software Market Size Growth 2018-2023 (\$ Millions)

Figure 44. Southeast Asia Contact Center AI Software Market Size Growth 2018-2023 (\$ Millions)

Figure 45. India Contact Center AI Software Market Size Growth 2018-2023 (\$ Millions)

Figure 46. Australia Contact Center AI Software Market Size Growth 2018-2023 (\$ Millions)

Figure 47. Europe Contact Center AI Software Market Size Market Share by Country in 2022

Figure 48. Europe Contact Center AI Software Market Size Market Share by Type (2018-2023)

Figure 49. Europe Contact Center AI Software Market Size Market Share by Application (2018-2023)

Figure 50. Germany Contact Center AI Software Market Size Growth 2018-2023 (\$ Millions)

Figure 51. France Contact Center AI Software Market Size Growth 2018-2023 (\$ Millions)

Figure 52. UK Contact Center AI Software Market Size Growth 2018-2023 (\$ Millions)

Figure 53. Italy Contact Center AI Software Market Size Growth 2018-2023 (\$ Millions)

Figure 54. Russia Contact Center AI Software Market Size Growth 2018-2023 (\$ Millions)

Figure 55. Middle East & Africa Contact Center AI Software Market Size Market Share by Region (2018-2023)

Figure 56. Middle East & Africa Contact Center AI Software Market Size Market Share by Type (2018-2023)

Figure 57. Middle East & Africa Contact Center AI Software Market Size Market Share by Application (2018-2023)

Figure 58. Egypt Contact Center AI Software Market Size Growth 2018-2023 (\$ Millions)

Figure 59. South Africa Contact Center AI Software Market Size Growth 2018-2023 (\$ Millions)

Figure 60. Israel Contact Center AI Software Market Size Growth 2018-2023 (\$ Millions)

Figure 61. Turkey Contact Center AI Software Market Size Growth 2018-2023 (\$ Millions)

Figure 62. GCC Country Contact Center AI Software Market Size Growth 2018-2023 (\$ Millions)

Figure 63. Americas Contact Center AI Software Market Size 2024-2029 (\$ Millions)

Figure 64. APAC Contact Center AI Software Market Size 2024-2029 (\$ Millions)

Figure 65. Europe Contact Center AI Software Market Size 2024-2029 (\$ Millions)

Figure 66. Middle East & Africa Contact Center AI Software Market Size 2024-2029 (\$ Millions)

Figure 67. United States Contact Center AI Software Market Size 2024-2029 (\$ Millions)

Figure 68. Canada Contact Center AI Software Market Size 2024-2029 (\$ Millions)

Figure 69. Mexico Contact Center AI Software Market Size 2024-2029 (\$ Millions)

Figure 70. Brazil Contact Center AI Software Market Size 2024-2029 (\$ Millions)

Figure 71. China Contact Center AI Software Market Size 2024-2029 (\$ Millions)

Figure 72. Japan Contact Center AI Software Market Size 2024-2029 (\$ Millions)

Figure 73. Korea Contact Center AI Software Market Size 2024-2029 (\$ Millions)

Figure 74. Southeast Asia Contact Center AI Software Market Size 2024-2029 (\$ Millions)

Figure 75. India Contact Center AI Software Market Size 2024-2029 (\$ Millions)

Figure 76. Australia Contact Center AI Software Market Size 2024-2029 (\$ Millions)

Figure 77. Germany Contact Center AI Software Market Size 2024-2029 (\$ Millions)

Figure 78. France Contact Center AI Software Market Size 2024-2029 (\$ Millions)

Figure 79. UK Contact Center AI Software Market Size 2024-2029 (\$ Millions)

Figure 80. Italy Contact Center AI Software Market Size 2024-2029 (\$ Millions)

Figure 81. Russia Contact Center AI Software Market Size 2024-2029 (\$ Millions)

Figure 82. Spain Contact Center AI Software Market Size 2024-2029 (\$ Millions)

Figure 83. Egypt Contact Center AI Software Market Size 2024-2029 (\$ Millions)

Figure 84. South Africa Contact Center AI Software Market Size 2024-2029 (\$ Millions)

Figure 85. Israel Contact Center AI Software Market Size 2024-2029 (\$ Millions)

Figure 86. Turkey Contact Center AI Software Market Size 2024-2029 (\$ Millions)

Figure 87. GCC Countries Contact Center AI Software Market Size 2024-2029 (\$ Millions)

Figure 88. Global Contact Center AI Software Market Size Market Share Forecast by Type (2024-2029)

Figure 89. Global Contact Center AI Software Market Size Market Share Forecast by Application (2024-2029)

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