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Global Conversation Intelligence Analysis Software Market Growth (Status and Outlook) 2025-2031

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Abstracts

The global Conversation Intelligence Analysis Software market size is predicted to grow from US$ 1363 million in 2025 to US$ 2777 million in 2031; it is expected to grow at a CAGR of 12.6% from 2025 to 2031.

Conversation Intelligence platforms leverage artificial intelligence, primarily in the forms of machine learning and natural language processing, to extract data from business call recordings.

The call recordings are then pulled into the CI software platform which analyzes and transcribes the conversation. The software identifies who is speaking, when they speak, important keywords and phrases, and pauses in the conversation. All of this is then used to process additional data and determine action items.

The top 5 participants in the conversation intelligence platform market are going.io, Chorus. ai (AffectLayer), SalesLoft, CallRail, and Revenue.io, accounting for about 40% of the market share.North America is the largest market, with a share about 38%, followed by Asia Pacific and Europe with the share about 28% and 18%. At present, the intelligent dialogue analysis market mainly takes cloud based as the main product, accounting for about 75% of the market. Its main application areas are large enterprises, with a market share of about 60%.

LPI (LP Information)' newest research report, the “Conversation Intelligence Analysis Software Industry Forecast” looks at past sales and reviews total world Conversation Intelligence Analysis Software sales in 2024, providing a comprehensive analysis by region and market sector of projected Conversation Intelligence Analysis Software sales for 2025 through 2031. With Conversation Intelligence Analysis Software sales broken

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down by region, market sector and sub-sector, this report provides a detailed analysis in US$ millions of the world Conversation Intelligence Analysis Software industry.

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

This Insight Report evaluates the key market trends, drivers, and affecting factors shaping the global outlook for Conversation Intelligence Analysis 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 Conversation Intelligence Analysis Software.

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

Segmentation by Type:

Cloud Based

On-premises

Segmentation by Application:

SMEs

Large Enterprises

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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

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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.

Gong.io

Chorus.ai (ZoomInfo)

SalesLoft

CallRail

Revenue.io

Jiminny

Invoca

Allego

Tethr

Observe.ai

CallMiner

Avoma

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Mindtickle

Salesken

Baidu

Alibaba Cloud

Tencent

Huawei

iFLYTEK

Aispeech

Byai

Xiaoi

ZHUIYI

TelRobot

Emotibot

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PLAYER

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