

# Global Conversational Customer Engagement Software Market Growth (Status and Outlook) 2023-2029

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### **Abstracts**

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Conversational customer engagement software is an alternative approach to ticket-based customer service, using the customer and not the incident as the center of action. These solutions facilitate omnichannel customer service that recognizes individuals with an identity and a history, allowing customers to interact with and be identified by the software using any channel at any time. Conversational customer engagement software leverages automatic customer lookup and routing combined with skills-based agent matching to reduce or eliminate the awkward and repetitive nature of customer service calls.

LPI (LP Information)' newest research report, the "Conversational Customer Engagement Software Industry Forecast" looks at past sales and reviews total world Conversational Customer Engagement Software sales in 2022, providing a comprehensive analysis by region and market sector of projected Conversational Customer Engagement Software sales for 2023 through 2029. With Conversational Customer Engagement Software sales broken down by region, market sector and subsector, this report provides a detailed analysis in US\$ millions of the world Conversational Customer Engagement Software industry.

This Insight Report provides a comprehensive analysis of the global Conversational Customer Engagement 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 Conversational Customer Engagement Software portfolios and capabilities,



market entry strategies, market positions, and geographic footprints, to better understand these firms' unique position in an accelerating global Conversational Customer Engagement Software market.

This Insight Report evaluates the key market trends, drivers, and affecting factors shaping the global outlook for Conversational Customer Engagement 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 Conversational Customer Engagement Software.

The global Conversational Customer Engagement 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 Conversational Customer Engagement 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 Conversational Customer Engagement 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 Conversational Customer Engagement 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 Conversational Customer Engagement Software players cover Intercom, Drift, Freshdesk, Dixa, Kustomer, HubSpot, Crisp Software, Avaya and Gladly, 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 Conversational Customer Engagement Software market by product type, application, key players and key regions and countries.

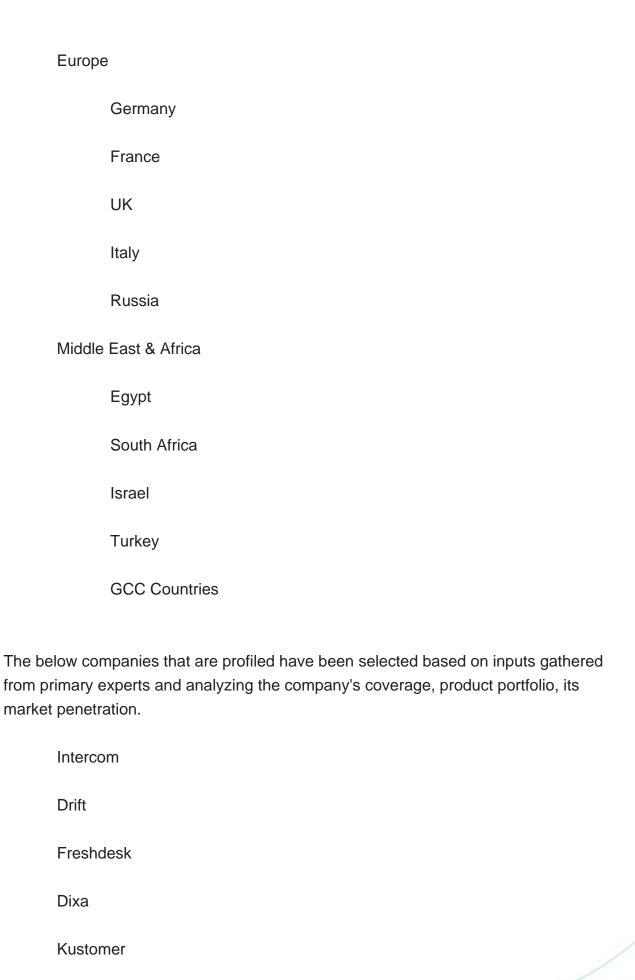
Market Segmentation:



Segmentation by type

Cloud-	based		
Web-b	ased		
Segmentation by application			
Large I	Enterprises		
SMEs			
This report als	o splits the market by region:		
Americ	cas		
	United States		
	Canada		
	Mexico		
	Brazil		
APAC			
	China		
	Japan		
	Korea		
	Southeast Asia		
	India		
	Australia		







HubSpot
Crisp Software
Avaya
Gladly
Sonar
RingCentral
ContactEngine
Quiq
Radiance Labs



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