

Global Conversational Support Software Market Growth (Status and Outlook) 2024-2030

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Abstracts

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Conversational support software, also known as conversational customer engagement software, offers 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 companies to interact with customers through any channel at any time. Customer service teams use this type of software to engage with customers and prospects across multiple channels and offer a more personalized customer service experience. To accomplish this, conversational support software may include features such as proactive messaging, automatic customer lookup, skills-based routing, and customer self-service.

The global Conversational Support Software market size is projected to grow from US\$ 2523.9 million in 2023 to US\$ 4652.1 million in 2030; it is expected to grow at a CAGR of 9.1% from 2024 to 2030.

LPI (LP Information)' newest research report, the "Conversational Support Software Industry Forecast" looks at past sales and reviews total world Conversational Support Software sales in 2023, providing a comprehensive analysis by region and market sector of projected Conversational Support Software sales for 2024 through 2030. With Conversational Support Software sales broken down by region, market sector and sub-sector, this report provides a detailed analysis in US\$ millions of the world Conversational Support Software industry.

This Insight Report provides a comprehensive analysis of the global Conversational

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

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

Some of the future market trends of Conversational Support Software are:

Increasing adoption of omnichannel support, which allows customers to seamlessly switch between different channels and devices without losing context or continuity.

Growing demand for AI-powered customer support services, which can provide faster, smarter, and more accurate responses to customer queries, as well as generate insights and recommendations for improving customer satisfaction and loyalty.

Rising use of conversational AI for branding and advertisement, which can help businesses create awareness, engage prospects, and convert leads through personalized and interactive conversations.

Expanding support for regional languages, which can help businesses cater to diverse and global customer segments and offer more inclusive and accessible customer service.

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

Segmentation by type

Cloud Based

On Premises

Segmentation by application

Large Enterprises

SMEs

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.

HubSpot

Intercom

Podium

Front App

Birdeye

Zendesk

Kustomer

Freshworks

Gladly

Drift

Dixa

Avaya

Help Scout

Userlike

Heymarket

Verloop

Sonar

Hootsuite

SocialSwell

Crisp

Richpanel

ADA SUPPORT

RingCentral

Helpshift

Conversocial

Quiq

MobileMonkey

Trengo

Acquire

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