

Global Customer Engagement Tools Market Growth (Status and Outlook) 2026-2032

<https://marketpublishers.com/r/GC77F6014480EN.html>

Date: August 2026

Pages: 180

Price: US\$ 3,660.00 (Single User License)

ID: GC77F6014480EN

Abstracts

The global Customer Engagement Tools market size is predicted to grow from US\$ million in 2025 to US\$ million in 2032; it is expected to grow at a CAGR of % from 2026 to 2032.

Customer Engagement Tools is a software platform designed to improve customer-business relationships through different types of engagement, such as user onboarding, customer support, customer success, self-service support, and more. Use Customer Engagement Tools to improve your customer experience by making your customer interactions more contextual, personalized, and relevant.

United States market for Customer Engagement Tools is estimated to increase from US\$ million in 2025 to US\$ million by 2032, at a CAGR of % from 2026 through 2032.

China market for Customer Engagement Tools is estimated to increase from US\$ million in 2025 to US\$ million by 2032, at a CAGR of % from 2026 through 2032.

Europe market for Customer Engagement Tools is estimated to increase from US\$ million in 2025 to US\$ million by 2032, at a CAGR of % from 2026 through 2032.

Global key Customer Engagement Tools players cover Avaya, Intercom, Zoho, Calabrio, ContactEngine, etc. In terms of revenue, the global two largest companies occupied for a share nearly % in 2025.

LPI (LP Information)' newest research report, the "Customer Engagement Tools Industry Forecast" looks at past sales and reviews total world Customer Engagement Tools sales in 2025, providing a comprehensive analysis by region and market sector of

projected Customer Engagement Tools sales for 2026 through 2032. With Customer Engagement Tools sales broken down by region, market sector and sub-sector, this report provides a detailed analysis in US\$ millions of the world Customer Engagement Tools industry.

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

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

This report presents a comprehensive overview, market shares, and growth opportunities of Customer Engagement Tools market by product type, application, key players and key regions and countries.

Segmentation by Type:

On-premise

Cloud-based

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.

Avaya

Intercom

Zoho

Calabrio

ContactEngine

Crisp Software

Dixa

Doxim

Drift

Freshworks

Genesys

Gladly

Heap

Help Scout

Hiver

Hotjar

HubSpot

IBM

Kustomer

Medallia

Mixpanel

Oracle

Quiq

RingCentral

Salesforce

SAP

Slack

Typeform

Userpilot

Zendesk

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 Customer Engagement Tools Market Size (2021-2032)
 - 2.1.2 Customer Engagement Tools Market Size CAGR by Region (2021 VS 2025 VS 2032)
 - 2.1.3 World Current & Future Analysis for Customer Engagement Tools by Country/Region (2021, 2025 & 2032)
- 2.2 Customer Engagement Tools Segment by Type
 - 2.2.1 On-premise
 - 2.2.2 Cloud-based
 - 2.2.3 Customer Engagement Tools Market Size by Type
 - 2.2.3.1 Customer Engagement Tools Market Size CAGR by Type (2021 VS 2025 VS 2032)
 - 2.2.3.2 Global Customer Engagement Tools Market Size Market Share by Type (2021-2026)
- 2.3 Customer Engagement Tools Segment by Application
 - 2.3.1 Large Enterprises
 - 2.3.2 SMEs
 - 2.3.3 Customer Engagement Tools Market Size by Application
 - 2.3.3.1 Customer Engagement Tools Market Size CAGR by Application (2021 VS 2025 VS 2032)
 - 2.3.3.2 Global Customer Engagement Tools Market Size Market Share by Application (2021-2026)

3 CUSTOMER ENGAGEMENT TOOLS MARKET SIZE BY PLAYER

- 3.1 Customer Engagement Tools Market Size Market Share by Player
 - 3.1.1 Global Customer Engagement Tools Revenue by Player (2021-2026)
 - 3.1.2 Global Customer Engagement Tools Revenue Market Share by Player (2021-2026)
- 3.2 Global Customer Engagement Tools 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) & (2024-2026)
- 3.4 New Products and Potential Entrants
- 3.5 Mergers & Acquisitions, Expansion

4 CUSTOMER ENGAGEMENT TOOLS BY REGION

- 4.1 Customer Engagement Tools Market Size by Region (2021-2026)
- 4.2 Global Customer Engagement Tools Annual Revenue by Country/Region (2021-2026)
- 4.3 Americas Customer Engagement Tools Market Size Growth (2021-2026)
- 4.4 APAC Customer Engagement Tools Market Size Growth (2021-2026)
- 4.5 Europe Customer Engagement Tools Market Size Growth (2021-2026)
- 4.6 Middle East & Africa Customer Engagement Tools Market Size Growth (2021-2026)

5 AMERICAS

- 5.1 Americas Customer Engagement Tools Market Size by Country (2021-2026)
- 5.2 Americas Customer Engagement Tools Market Size by Type (2021-2026)
- 5.3 Americas Customer Engagement Tools Market Size by Application (2021-2026)
- 5.4 United States
- 5.5 Canada
- 5.6 Mexico
- 5.7 Brazil

6 APAC

- 6.1 APAC Customer Engagement Tools Market Size by Region (2021-2026)
- 6.2 APAC Customer Engagement Tools Market Size by Type (2021-2026)
- 6.3 APAC Customer Engagement Tools Market Size by Application (2021-2026)

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

7 EUROPE

- 7.1 Europe Customer Engagement Tools Market Size by Country (2021-2026)
- 7.2 Europe Customer Engagement Tools Market Size by Type (2021-2026)
- 7.3 Europe Customer Engagement Tools Market Size by Application (2021-2026)
- 7.4 Germany
- 7.5 France
- 7.6 UK
- 7.7 Italy
- 7.8 Russia

8 MIDDLE EAST & AFRICA

- 8.1 Middle East & Africa Customer Engagement Tools by Region (2021-2026)
- 8.2 Middle East & Africa Customer Engagement Tools Market Size by Type (2021-2026)
- 8.3 Middle East & Africa Customer Engagement Tools Market Size by Application (2021-2026)
- 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 CUSTOMER ENGAGEMENT TOOLS MARKET FORECAST

- 10.1 Global Customer Engagement Tools Forecast by Region (2027-2032)
 - 10.1.1 Global Customer Engagement Tools Forecast by Region (2027-2032)
 - 10.1.2 Americas Customer Engagement Tools Forecast
 - 10.1.3 APAC Customer Engagement Tools Forecast
 - 10.1.4 Europe Customer Engagement Tools Forecast
 - 10.1.5 Middle East & Africa Customer Engagement Tools Forecast
- 10.2 Americas Customer Engagement Tools Forecast by Country (2027-2032)
 - 10.2.1 United States Market Customer Engagement Tools Forecast
 - 10.2.2 Canada Market Customer Engagement Tools Forecast
 - 10.2.3 Mexico Market Customer Engagement Tools Forecast
 - 10.2.4 Brazil Market Customer Engagement Tools Forecast
- 10.3 APAC Customer Engagement Tools Forecast by Region (2027-2032)
 - 10.3.1 China Customer Engagement Tools Market Forecast
 - 10.3.2 Japan Market Customer Engagement Tools Forecast
 - 10.3.3 Korea Market Customer Engagement Tools Forecast
 - 10.3.4 Southeast Asia Market Customer Engagement Tools Forecast
 - 10.3.5 India Market Customer Engagement Tools Forecast
 - 10.3.6 Australia Market Customer Engagement Tools Forecast
- 10.4 Europe Customer Engagement Tools Forecast by Country (2027-2032)
 - 10.4.1 Germany Market Customer Engagement Tools Forecast
 - 10.4.2 France Market Customer Engagement Tools Forecast
 - 10.4.3 UK Market Customer Engagement Tools Forecast
 - 10.4.4 Italy Market Customer Engagement Tools Forecast
 - 10.4.5 Russia Market Customer Engagement Tools Forecast
- 10.5 Middle East & Africa Customer Engagement Tools Forecast by Region (2027-2032)
 - 10.5.1 Egypt Market Customer Engagement Tools Forecast
 - 10.5.2 South Africa Market Customer Engagement Tools Forecast
 - 10.5.3 Israel Market Customer Engagement Tools Forecast
 - 10.5.4 Turkey Market Customer Engagement Tools Forecast
- 10.6 Global Customer Engagement Tools Forecast by Type (2027-2032)
- 10.7 Global Customer Engagement Tools Forecast by Application (2027-2032)
 - 10.7.1 GCC Countries Market Customer Engagement Tools Forecast

11 KEY PLAYERS ANALYSIS

- 11.1 Avaya
 - 11.1.1 Avaya Company Information
 - 11.1.2 Avaya Customer Engagement Tools Product Offered

11.1.3 Avaya Customer Engagement Tools Revenue, Gross Margin and Market Share (2021-2026)

11.1.4 Avaya Main Business Overview

11.1.5 Avaya Latest Developments

11.2 Intercom

11.2.1 Intercom Company Information

11.2.2 Intercom Customer Engagement Tools Product Offered

11.2.3 Intercom Customer Engagement Tools Revenue, Gross Margin and Market Share (2021-2026)

11.2.4 Intercom Main Business Overview

11.2.5 Intercom Latest Developments

11.3 Zoho

11.3.1 Zoho Company Information

11.3.2 Zoho Customer Engagement Tools Product Offered

11.3.3 Zoho Customer Engagement Tools Revenue, Gross Margin and Market Share (2021-2026)

11.3.4 Zoho Main Business Overview

11.3.5 Zoho Latest Developments

11.4 Calabrio

11.4.1 Calabrio Company Information

11.4.2 Calabrio Customer Engagement Tools Product Offered

11.4.3 Calabrio Customer Engagement Tools Revenue, Gross Margin and Market Share (2021-2026)

11.4.4 Calabrio Main Business Overview

11.4.5 Calabrio Latest Developments

11.5 ContactEngine

11.5.1 ContactEngine Company Information

11.5.2 ContactEngine Customer Engagement Tools Product Offered

11.5.3 ContactEngine Customer Engagement Tools Revenue, Gross Margin and Market Share (2021-2026)

11.5.4 ContactEngine Main Business Overview

11.5.5 ContactEngine Latest Developments

11.6 Crisp Software

11.6.1 Crisp Software Company Information

11.6.2 Crisp Software Customer Engagement Tools Product Offered

11.6.3 Crisp Software Customer Engagement Tools Revenue, Gross Margin and Market Share (2021-2026)

11.6.4 Crisp Software Main Business Overview

11.6.5 Crisp Software Latest Developments

11.7 Dixa

11.7.1 Dixa Company Information

11.7.2 Dixa Customer Engagement Tools Product Offered

11.7.3 Dixa Customer Engagement Tools Revenue, Gross Margin and Market Share (2021-2026)

11.7.4 Dixa Main Business Overview

11.7.5 Dixa Latest Developments

11.8 Doxim

11.8.1 Doxim Company Information

11.8.2 Doxim Customer Engagement Tools Product Offered

11.8.3 Doxim Customer Engagement Tools Revenue, Gross Margin and Market Share (2021-2026)

11.8.4 Doxim Main Business Overview

11.8.5 Doxim Latest Developments

11.9 Drift

11.9.1 Drift Company Information

11.9.2 Drift Customer Engagement Tools Product Offered

11.9.3 Drift Customer Engagement Tools Revenue, Gross Margin and Market Share (2021-2026)

11.9.4 Drift Main Business Overview

11.9.5 Drift Latest Developments

11.10 Freshworks

11.10.1 Freshworks Company Information

11.10.2 Freshworks Customer Engagement Tools Product Offered

11.10.3 Freshworks Customer Engagement Tools Revenue, Gross Margin and Market Share (2021-2026)

11.10.4 Freshworks Main Business Overview

11.10.5 Freshworks Latest Developments

11.11 Genesys

11.11.1 Genesys Company Information

11.11.2 Genesys Customer Engagement Tools Product Offered

11.11.3 Genesys Customer Engagement Tools Revenue, Gross Margin and Market Share (2021-2026)

11.11.4 Genesys Main Business Overview

11.11.5 Genesys Latest Developments

11.12 Gladly

11.12.1 Gladly Company Information

11.12.2 Gladly Customer Engagement Tools Product Offered

11.12.3 Gladly Customer Engagement Tools Revenue, Gross Margin and Market

Share (2021-2026)

11.12.4 Gladly Main Business Overview

11.12.5 Gladly Latest Developments

11.13 Heap

11.13.1 Heap Company Information

11.13.2 Heap Customer Engagement Tools Product Offered

11.13.3 Heap Customer Engagement Tools Revenue, Gross Margin and Market

Share (2021-2026)

11.13.4 Heap Main Business Overview

11.13.5 Heap Latest Developments

11.14 Help Scout

11.14.1 Help Scout Company Information

11.14.2 Help Scout Customer Engagement Tools Product Offered

11.14.3 Help Scout Customer Engagement Tools Revenue, Gross Margin and

Market Share (2021-2026)

11.14.4 Help Scout Main Business Overview

11.14.5 Help Scout Latest Developments

11.15 Hiver

11.15.1 Hiver Company Information

11.15.2 Hiver Customer Engagement Tools Product Offered

11.15.3 Hiver Customer Engagement Tools Revenue, Gross Margin and Market

Share (2021-2026)

11.15.4 Hiver Main Business Overview

11.15.5 Hiver Latest Developments

11.16 Hotjar

11.16.1 Hotjar Company Information

11.16.2 Hotjar Customer Engagement Tools Product Offered

11.16.3 Hotjar Customer Engagement Tools Revenue, Gross Margin and Market

Share (2021-2026)

11.16.4 Hotjar Main Business Overview

11.16.5 Hotjar Latest Developments

11.17 HubSpot

11.17.1 HubSpot Company Information

11.17.2 HubSpot Customer Engagement Tools Product Offered

11.17.3 HubSpot Customer Engagement Tools Revenue, Gross Margin and Market

Share (2021-2026)

11.17.4 HubSpot Main Business Overview

11.17.5 HubSpot Latest Developments

11.18 IBM

- 11.18.1 IBM Company Information
- 11.18.2 IBM Customer Engagement Tools Product Offered
- 11.18.3 IBM Customer Engagement Tools Revenue, Gross Margin and Market Share (2021-2026)
- 11.18.4 IBM Main Business Overview
- 11.18.5 IBM Latest Developments
- 11.19 Kustomer
 - 11.19.1 Kustomer Company Information
 - 11.19.2 Kustomer Customer Engagement Tools Product Offered
 - 11.19.3 Kustomer Customer Engagement Tools Revenue, Gross Margin and Market Share (2021-2026)
 - 11.19.4 Kustomer Main Business Overview
 - 11.19.5 Kustomer Latest Developments
- 11.20 Medallia
 - 11.20.1 Medallia Company Information
 - 11.20.2 Medallia Customer Engagement Tools Product Offered
 - 11.20.3 Medallia Customer Engagement Tools Revenue, Gross Margin and Market Share (2021-2026)
 - 11.20.4 Medallia Main Business Overview
 - 11.20.5 Medallia Latest Developments
- 11.21 Mixpanel
 - 11.21.1 Mixpanel Company Information
 - 11.21.2 Mixpanel Customer Engagement Tools Product Offered
 - 11.21.3 Mixpanel Customer Engagement Tools Revenue, Gross Margin and Market Share (2021-2026)
 - 11.21.4 Mixpanel Main Business Overview
 - 11.21.5 Mixpanel Latest Developments
- 11.22 Oracle
 - 11.22.1 Oracle Company Information
 - 11.22.2 Oracle Customer Engagement Tools Product Offered
 - 11.22.3 Oracle Customer Engagement Tools Revenue, Gross Margin and Market Share (2021-2026)
 - 11.22.4 Oracle Main Business Overview
 - 11.22.5 Oracle Latest Developments
- 11.23 Quiq
 - 11.23.1 Quiq Company Information
 - 11.23.2 Quiq Customer Engagement Tools Product Offered
 - 11.23.3 Quiq Customer Engagement Tools Revenue, Gross Margin and Market Share (2021-2026)

- 11.23.4 Quiq Main Business Overview
- 11.23.5 Quiq Latest Developments
- 11.24 RingCentral
 - 11.24.1 RingCentral Company Information
 - 11.24.2 RingCentral Customer Engagement Tools Product Offered
 - 11.24.3 RingCentral Customer Engagement Tools Revenue, Gross Margin and Market Share (2021-2026)
 - 11.24.4 RingCentral Main Business Overview
 - 11.24.5 RingCentral Latest Developments
- 11.25 Salesforce
 - 11.25.1 Salesforce Company Information
 - 11.25.2 Salesforce Customer Engagement Tools Product Offered
 - 11.25.3 Salesforce Customer Engagement Tools Revenue, Gross Margin and Market Share (2021-2026)
 - 11.25.4 Salesforce Main Business Overview
 - 11.25.5 Salesforce Latest Developments
- 11.26 SAP
 - 11.26.1 SAP Company Information
 - 11.26.2 SAP Customer Engagement Tools Product Offered
 - 11.26.3 SAP Customer Engagement Tools Revenue, Gross Margin and Market Share (2021-2026)
 - 11.26.4 SAP Main Business Overview
 - 11.26.5 SAP Latest Developments
- 11.27 Slack
 - 11.27.1 Slack Company Information
 - 11.27.2 Slack Customer Engagement Tools Product Offered
 - 11.27.3 Slack Customer Engagement Tools Revenue, Gross Margin and Market Share (2021-2026)
 - 11.27.4 Slack Main Business Overview
 - 11.27.5 Slack Latest Developments
- 11.28 Typeform
 - 11.28.1 Typeform Company Information
 - 11.28.2 Typeform Customer Engagement Tools Product Offered
 - 11.28.3 Typeform Customer Engagement Tools Revenue, Gross Margin and Market Share (2021-2026)
 - 11.28.4 Typeform Main Business Overview
 - 11.28.5 Typeform Latest Developments
- 11.29 Userpilot
 - 11.29.1 Userpilot Company Information

11.29.2 Userpilot Customer Engagement Tools Product Offered

11.29.3 Userpilot Customer Engagement Tools Revenue, Gross Margin and Market Share (2021-2026)

11.29.4 Userpilot Main Business Overview

11.29.5 Userpilot Latest Developments

11.30 Zendesk

11.30.1 Zendesk Company Information

11.30.2 Zendesk Customer Engagement Tools Product Offered

11.30.3 Zendesk Customer Engagement Tools Revenue, Gross Margin and Market Share (2021-2026)

11.30.4 Zendesk Main Business Overview

11.30.5 Zendesk Latest Developments

12 RESEARCH FINDINGS AND CONCLUSION

List Of Tables

LIST OF TABLES

Table 1. Customer Engagement Tools Market Size CAGR by Region (2021 VS 2025 VS 2032) & (\$ millions)

Table 2. Customer Engagement Tools Annual Sales CAGR by Country/Region (2021, 2025 & 2032) & (\$ millions)

Table 3. Major Players of On-premise

Table 4. Major Players of Cloud-based

Table 5. Customer Engagement Tools Market Size CAGR by Type (2021 VS 2025 VS 2032) & (\$ millions)

Table 6. Global Customer Engagement Tools Market Size by Type (2021-2026) & (\$ millions)

Table 7. Global Customer Engagement Tools Market Size Market Share by Type (2021-2026)

Table 8. Customer Engagement Tools Market Size CAGR by Application (2021 VS 2025 VS 2032) & (\$ millions)

Table 9. Global Customer Engagement Tools Market Size by Application (2021-2026) & (\$ millions)

Table 10. Global Customer Engagement Tools Market Size Market Share by Application (2021-2026)

Table 11. Global Customer Engagement Tools Revenue by Player (2021-2026) & (\$ millions)

Table 12. Global Customer Engagement Tools Revenue Market Share by Player (2021-2026)

Table 13. Customer Engagement Tools Key Players Head office and Products Offered

Table 14. Customer Engagement Tools Concentration Ratio (CR3, CR5 and CR10) & (2024-2026)

Table 15. New Products and Potential Entrants

Table 16. Mergers & Acquisitions, Expansion

Table 17. Global Customer Engagement Tools Market Size by Region (2021-2026) & (\$ millions)

Table 18. Global Customer Engagement Tools Market Size Market Share by Region (2021-2026)

Table 19. Global Customer Engagement Tools Revenue by Country/Region (2021-2026) & (\$ millions)

Table 20. Global Customer Engagement Tools Revenue Market Share by Country/Region (2021-2026)

Table 21. Americas Customer Engagement Tools Market Size by Country (2021-2026) & (\$ millions)

Table 22. Americas Customer Engagement Tools Market Size Market Share by Country (2021-2026)

Table 23. Americas Customer Engagement Tools Market Size by Type (2021-2026) & (\$ millions)

Table 24. Americas Customer Engagement Tools Market Size Market Share by Type (2021-2026)

Table 25. Americas Customer Engagement Tools Market Size by Application (2021-2026) & (\$ millions)

Table 26. Americas Customer Engagement Tools Market Size Market Share by Application (2021-2026)

Table 27. APAC Customer Engagement Tools Market Size by Region (2021-2026) & (\$ millions)

Table 28. APAC Customer Engagement Tools Market Size Market Share by Region (2021-2026)

Table 29. APAC Customer Engagement Tools Market Size by Type (2021-2026) & (\$ millions)

Table 30. APAC Customer Engagement Tools Market Size by Application (2021-2026) & (\$ millions)

Table 31. Europe Customer Engagement Tools Market Size by Country (2021-2026) & (\$ millions)

Table 32. Europe Customer Engagement Tools Market Size Market Share by Country (2021-2026)

Table 33. Europe Customer Engagement Tools Market Size by Type (2021-2026) & (\$ millions)

Table 34. Europe Customer Engagement Tools Market Size by Application (2021-2026) & (\$ millions)

Table 35. Middle East & Africa Customer Engagement Tools Market Size by Region (2021-2026) & (\$ millions)

Table 36. Middle East & Africa Customer Engagement Tools Market Size by Type (2021-2026) & (\$ millions)

Table 37. Middle East & Africa Customer Engagement Tools Market Size by Application (2021-2026) & (\$ millions)

Table 38. Key Market Drivers & Growth Opportunities of Customer Engagement Tools

Table 39. Key Market Challenges & Risks of Customer Engagement Tools

Table 40. Key Industry Trends of Customer Engagement Tools

Table 41. Global Customer Engagement Tools Market Size Forecast by Region (2027-2032) & (\$ millions)

Table 42. Global Customer Engagement Tools Market Size Market Share Forecast by Region (2027-2032)

Table 43. Global Customer Engagement Tools Market Size Forecast by Type (2027-2032) & (\$ millions)

Table 44. Global Customer Engagement Tools Market Size Forecast by Application (2027-2032) & (\$ millions)

Table 45. Avaya Details, Company Type, Customer Engagement Tools Area Served and Its Competitors

Table 46. Avaya Customer Engagement Tools Product Offered

Table 47. Avaya Customer Engagement Tools Revenue (\$ million), Gross Margin and Market Share (2021-2026)

Table 48. Avaya Main Business

Table 49. Avaya Latest Developments

Table 50. Intercom Details, Company Type, Customer Engagement Tools Area Served and Its Competitors

Table 51. Intercom Customer Engagement Tools Product Offered

Table 52. Intercom Customer Engagement Tools Revenue (\$ million), Gross Margin and Market Share (2021-2026)

Table 53. Intercom Main Business

Table 54. Intercom Latest Developments

Table 55. Zoho Details, Company Type, Customer Engagement Tools Area Served and Its Competitors

Table 56. Zoho Customer Engagement Tools Product Offered

Table 57. Zoho Customer Engagement Tools Revenue (\$ million), Gross Margin and Market Share (2021-2026)

Table 58. Zoho Main Business

Table 59. Zoho Latest Developments

Table 60. Calabrio Details, Company Type, Customer Engagement Tools Area Served and Its Competitors

Table 61. Calabrio Customer Engagement Tools Product Offered

Table 62. Calabrio Customer Engagement Tools Revenue (\$ million), Gross Margin and Market Share (2021-2026)

Table 63. Calabrio Main Business

Table 64. Calabrio Latest Developments

Table 65. ContactEngine Details, Company Type, Customer Engagement Tools Area Served and Its Competitors

Table 66. ContactEngine Customer Engagement Tools Product Offered

Table 67. ContactEngine Customer Engagement Tools Revenue (\$ million), Gross Margin and Market Share (2021-2026)

Table 68. ContactEngine Main Business

Table 69. ContactEngine Latest Developments

Table 70. Crisp Software Details, Company Type, Customer Engagement Tools Area Served and Its Competitors

Table 71. Crisp Software Customer Engagement Tools Product Offered

Table 72. Crisp Software Customer Engagement Tools Revenue (\$ million), Gross Margin and Market Share (2021-2026)

Table 73. Crisp Software Main Business

Table 74. Crisp Software Latest Developments

Table 75. Dixa Details, Company Type, Customer Engagement Tools Area Served and Its Competitors

Table 76. Dixa Customer Engagement Tools Product Offered

Table 77. Dixa Customer Engagement Tools Revenue (\$ million), Gross Margin and Market Share (2021-2026)

Table 78. Dixa Main Business

Table 79. Dixa Latest Developments

Table 80. Doxim Details, Company Type, Customer Engagement Tools Area Served and Its Competitors

Table 81. Doxim Customer Engagement Tools Product Offered

Table 82. Doxim Customer Engagement Tools Revenue (\$ million), Gross Margin and Market Share (2021-2026)

Table 83. Doxim Main Business

Table 84. Doxim Latest Developments

Table 85. Drift Details, Company Type, Customer Engagement Tools Area Served and Its Competitors

Table 86. Drift Customer Engagement Tools Product Offered

Table 87. Drift Customer Engagement Tools Revenue (\$ million), Gross Margin and Market Share (2021-2026)

Table 88. Drift Main Business

Table 89. Drift Latest Developments

Table 90. Freshworks Details, Company Type, Customer Engagement Tools Area Served and Its Competitors

Table 91. Freshworks Customer Engagement Tools Product Offered

Table 92. Freshworks Customer Engagement Tools Revenue (\$ million), Gross Margin and Market Share (2021-2026)

Table 93. Freshworks Main Business

Table 94. Freshworks Latest Developments

Table 95. Genesys Details, Company Type, Customer Engagement Tools Area Served and Its Competitors

Table 96. Genesys Customer Engagement Tools Product Offered

Table 97. Genesys Customer Engagement Tools Revenue (\$ million), Gross Margin and Market Share (2021-2026)

Table 98. Genesys Main Business

Table 99. Genesys Latest Developments

Table 100. Gladly Details, Company Type, Customer Engagement Tools Area Served and Its Competitors

Table 101. Gladly Customer Engagement Tools Product Offered

Table 102. Gladly Customer Engagement Tools Revenue (\$ million), Gross Margin and Market Share (2021-2026)

Table 103. Gladly Main Business

Table 104. Gladly Latest Developments

Table 105. Heap Details, Company Type, Customer Engagement Tools Area Served and Its Competitors

Table 106. Heap Customer Engagement Tools Product Offered

Table 107. Heap Customer Engagement Tools Revenue (\$ million), Gross Margin and Market Share (2021-2026)

Table 108. Heap Main Business

Table 109. Heap Latest Developments

Table 110. Help Scout Details, Company Type, Customer Engagement Tools Area Served and Its Competitors

Table 111. Help Scout Customer Engagement Tools Product Offered

Table 112. Help Scout Customer Engagement Tools Revenue (\$ million), Gross Margin and Market Share (2021-2026)

Table 113. Help Scout Main Business

Table 114. Help Scout Latest Developments

Table 115. Hiver Details, Company Type, Customer Engagement Tools Area Served and Its Competitors

Table 116. Hiver Customer Engagement Tools Product Offered

Table 117. Hiver Customer Engagement Tools Revenue (\$ million), Gross Margin and Market Share (2021-2026)

Table 118. Hiver Main Business

Table 119. Hiver Latest Developments

Table 120. Hotjar Details, Company Type, Customer Engagement Tools Area Served and Its Competitors

Table 121. Hotjar Customer Engagement Tools Product Offered

Table 122. Hotjar Customer Engagement Tools Revenue (\$ million), Gross Margin and Market Share (2021-2026)

Table 123. Hotjar Main Business

Table 124. Hotjar Latest Developments

Table 125. HubSpot Details, Company Type, Customer Engagement Tools Area Served and Its Competitors

Table 126. HubSpot Customer Engagement Tools Product Offered

Table 127. HubSpot Customer Engagement Tools Revenue (\$ million), Gross Margin and Market Share (2021-2026)

Table 128. HubSpot Main Business

Table 129. HubSpot Latest Developments

Table 130. IBM Details, Company Type, Customer Engagement Tools Area Served and Its Competitors

Table 131. IBM Customer Engagement Tools Product Offered

Table 132. IBM Customer Engagement Tools Revenue (\$ million), Gross Margin and Market Share (2021-2026)

Table 133. IBM Main Business

Table 134. IBM Latest Developments

Table 135. Kustomer Details, Company Type, Customer Engagement Tools Area Served and Its Competitors

Table 136. Kustomer Customer Engagement Tools Product Offered

Table 137. Kustomer Customer Engagement Tools Revenue (\$ million), Gross Margin and Market Share (2021-2026)

Table 138. Kustomer Main Business

Table 139. Kustomer Latest Developments

Table 140. Medallia Details, Company Type, Customer Engagement Tools Area Served and Its Competitors

Table 141. Medallia Customer Engagement Tools Product Offered

Table 142. Medallia Customer Engagement Tools Revenue (\$ million), Gross Margin and Market Share (2021-2026)

Table 143. Medallia Main Business

Table 144. Medallia Latest Developments

Table 145. Mixpanel Details, Company Type, Customer Engagement Tools Area Served and Its Competitors

Table 146. Mixpanel Customer Engagement Tools Product Offered

Table 147. Mixpanel Customer Engagement Tools Revenue (\$ million), Gross Margin and Market Share (2021-2026)

Table 148. Mixpanel Main Business

Table 149. Mixpanel Latest Developments

Table 150. Oracle Details, Company Type, Customer Engagement Tools Area Served and Its Competitors

Table 151. Oracle Customer Engagement Tools Product Offered

Table 152. Oracle Customer Engagement Tools Revenue (\$ million), Gross Margin and Market Share (2021-2026)

Table 153. Oracle Main Business

Table 154. Oracle Latest Developments

Table 155. Quiq Details, Company Type, Customer Engagement Tools Area Served and Its Competitors

Table 156. Quiq Customer Engagement Tools Product Offered

Table 157. Quiq Customer Engagement Tools Revenue (\$ million), Gross Margin and Market Share (2021-2026)

Table 158. Quiq Main Business

Table 159. Quiq Latest Developments

Table 160. RingCentral Details, Company Type, Customer Engagement Tools Area Served and Its Competitors

Table 161. RingCentral Customer Engagement Tools Product Offered

Table 162. RingCentral Customer Engagement Tools Revenue (\$ million), Gross Margin and Market Share (2021-2026)

Table 163. RingCentral Main Business

Table 164. RingCentral Latest Developments

Table 165. Salesforce Details, Company Type, Customer Engagement Tools Area Served and Its Competitors

Table 166. Salesforce Customer Engagement Tools Product Offered

Table 167. Salesforce Customer Engagement Tools Revenue (\$ million), Gross Margin and Market Share (2021-2026)

Table 168. Salesforce Main Business

Table 169. Salesforce Latest Developments

Table 170. SAP Details, Company Type, Customer Engagement Tools Area Served and Its Competitors

Table 171. SAP Customer Engagement Tools Product Offered

Table 172. SAP Customer Engagement Tools Revenue (\$ million), Gross Margin and Market Share (2021-2026)

Table 173. SAP Main Business

Table 174. SAP Latest Developments

Table 175. Slack Details, Company Type, Customer Engagement Tools Area Served and Its Competitors

Table 176. Slack Customer Engagement Tools Product Offered

Table 177. Slack Customer Engagement Tools Revenue (\$ million), Gross Margin and Market Share (2021-2026)

Table 178. Slack Main Business

Table 179. Slack Latest Developments

Table 180. Typeform Details, Company Type, Customer Engagement Tools Area Served and Its Competitors

Table 181. Typeform Customer Engagement Tools Product Offered

Table 182. Typeform Customer Engagement Tools Revenue (\$ million), Gross Margin and Market Share (2021-2026)

Table 183. Typeform Main Business

Table 184. Typeform Latest Developments

Table 185. Userpilot Details, Company Type, Customer Engagement Tools Area Served and Its Competitors

Table 186. Userpilot Customer Engagement Tools Product Offered

Table 187. Userpilot Customer Engagement Tools Revenue (\$ million), Gross Margin and Market Share (2021-2026)

Table 188. Userpilot Main Business

Table 189. Userpilot Latest Developments

Table 190. Zendesk Details, Company Type, Customer Engagement Tools Area Served and Its Competitors

Table 191. Zendesk Customer Engagement Tools Product Offered

Table 192. Zendesk Customer Engagement Tools Revenue (\$ million), Gross Margin and Market Share (2021-2026)

Table 193. Zendesk Main Business

Table 194. Zendesk Latest Developments

List Of Figures

LIST OF FIGURES

- Figure 1. Customer Engagement Tools Report Years Considered
- Figure 2. Research Objectives
- Figure 3. Research Methodology
- Figure 4. Research Process and Data Source
- Figure 5. Global Customer Engagement Tools Market Size Growth Rate (2021-2032) (\$ millions)
- Figure 6. Customer Engagement Tools Sales by Geographic Region (2021, 2025 & 2032) & (\$ millions)
- Figure 7. Customer Engagement Tools Sales Market Share by Country/Region (2025)
- Figure 8. Customer Engagement Tools Sales Market Share by Country/Region (2021, 2025 & 2032)
- Figure 9. Global Customer Engagement Tools Market Size Market Share by Type in 2025
- Figure 10. Customer Engagement Tools in Large Enterprises
- Figure 11. Global Customer Engagement Tools Market: Large Enterprises (2021-2026) & (\$ millions)
- Figure 12. Customer Engagement Tools in SMEs
- Figure 13. Global Customer Engagement Tools Market: SMEs (2021-2026) & (\$ millions)
- Figure 14. Global Customer Engagement Tools Market Size Market Share by Application in 2025
- Figure 15. Global Customer Engagement Tools Revenue Market Share by Player in 2025
- Figure 16. Global Customer Engagement Tools Market Size Market Share by Region (2021-2026)
- Figure 17. Americas Customer Engagement Tools Market Size 2021-2026 (\$ millions)
- Figure 18. APAC Customer Engagement Tools Market Size 2021-2026 (\$ millions)
- Figure 19. Europe Customer Engagement Tools Market Size 2021-2026 (\$ millions)
- Figure 20. Middle East & Africa Customer Engagement Tools Market Size 2021-2026 (\$ millions)
- Figure 21. Americas Customer Engagement Tools Value Market Share by Country in 2025
- Figure 22. United States Customer Engagement Tools Market Size Growth 2021-2026 (\$ millions)
- Figure 23. Canada Customer Engagement Tools Market Size Growth 2021-2026 (\$

millions)

Figure 24. Mexico Customer Engagement Tools Market Size Growth 2021-2026 (\$ millions)

Figure 25. Brazil Customer Engagement Tools Market Size Growth 2021-2026 (\$ millions)

Figure 26. APAC Customer Engagement Tools Market Size Market Share by Region in 2025

Figure 27. APAC Customer Engagement Tools Market Size Market Share by Type (2021-2026)

Figure 28. APAC Customer Engagement Tools Market Size Market Share by Application (2021-2026)

Figure 29. China Customer Engagement Tools Market Size Growth 2021-2026 (\$ millions)

Figure 30. Japan Customer Engagement Tools Market Size Growth 2021-2026 (\$ millions)

Figure 31. South Korea Customer Engagement Tools Market Size Growth 2021-2026 (\$ millions)

Figure 32. Southeast Asia Customer Engagement Tools Market Size Growth 2021-2026 (\$ millions)

Figure 33. India Customer Engagement Tools Market Size Growth 2021-2026 (\$ millions)

Figure 34. Australia Customer Engagement Tools Market Size Growth 2021-2026 (\$ millions)

Figure 35. Europe Customer Engagement Tools Market Size Market Share by Country in 2025

Figure 36. Europe Customer Engagement Tools Market Size Market Share by Type (2021-2026)

Figure 37. Europe Customer Engagement Tools Market Size Market Share by Application (2021-2026)

Figure 38. Germany Customer Engagement Tools Market Size Growth 2021-2026 (\$ millions)

Figure 39. France Customer Engagement Tools Market Size Growth 2021-2026 (\$ millions)

Figure 40. UK Customer Engagement Tools Market Size Growth 2021-2026 (\$ millions)

Figure 41. Italy Customer Engagement Tools Market Size Growth 2021-2026 (\$ millions)

Figure 42. Russia Customer Engagement Tools Market Size Growth 2021-2026 (\$ millions)

Figure 43. Middle East & Africa Customer Engagement Tools Market Size Market Share

by Region (2021-2026)

Figure 44. Middle East & Africa Customer Engagement Tools Market Size Market Share by Type (2021-2026)

Figure 45. Middle East & Africa Customer Engagement Tools Market Size Market Share by Application (2021-2026)

Figure 46. Egypt Customer Engagement Tools Market Size Growth 2021-2026 (\$ millions)

Figure 47. South Africa Customer Engagement Tools Market Size Growth 2021-2026 (\$ millions)

Figure 48. Israel Customer Engagement Tools Market Size Growth 2021-2026 (\$ millions)

Figure 49. Turkey Customer Engagement Tools Market Size Growth 2021-2026 (\$ millions)

Figure 50. GCC Countries Customer Engagement Tools Market Size Growth 2021-2026 (\$ millions)

Figure 51. Americas Customer Engagement Tools Market Size 2027-2032 (\$ millions)

Figure 52. APAC Customer Engagement Tools Market Size 2027-2032 (\$ millions)

Figure 53. Europe Customer Engagement Tools Market Size 2027-2032 (\$ millions)

Figure 54. Middle East & Africa Customer Engagement Tools Market Size 2027-2032 (\$ millions)

Figure 55. United States Customer Engagement Tools Market Size 2027-2032 (\$ millions)

Figure 56. Canada Customer Engagement Tools Market Size 2027-2032 (\$ millions)

Figure 57. Mexico Customer Engagement Tools Market Size 2027-2032 (\$ millions)

Figure 58. Brazil Customer Engagement Tools Market Size 2027-2032 (\$ millions)

Figure 59. China Customer Engagement Tools Market Size 2027-2032 (\$ millions)

Figure 60. Japan Customer Engagement Tools Market Size 2027-2032 (\$ millions)

Figure 61. Korea Customer Engagement Tools Market Size 2027-2032 (\$ millions)

Figure 62. Southeast Asia Customer Engagement Tools Market Size 2027-2032 (\$ millions)

Figure 63. India Customer Engagement Tools Market Size 2027-2032 (\$ millions)

Figure 64. Australia Customer Engagement Tools Market Size 2027-2032 (\$ millions)

Figure 65. Germany Customer Engagement Tools Market Size 2027-2032 (\$ millions)

Figure 66. France Customer Engagement Tools Market Size 2027-2032 (\$ millions)

Figure 67. UK Customer Engagement Tools Market Size 2027-2032 (\$ millions)

Figure 68. Italy Customer Engagement Tools Market Size 2027-2032 (\$ millions)

Figure 69. Russia Customer Engagement Tools Market Size 2027-2032 (\$ millions)

Figure 70. Egypt Customer Engagement Tools Market Size 2027-2032 (\$ millions)

Figure 71. South Africa Customer Engagement Tools Market Size 2027-2032 (\$

millions)

Figure 72. Israel Customer Engagement Tools Market Size 2027-2032 (\$ millions)

Figure 73. Turkey Customer Engagement Tools Market Size 2027-2032 (\$ millions)

Figure 74. Global Customer Engagement Tools Market Size Market Share Forecast by Type (2027-2032)

Figure 75. Global Customer Engagement Tools Market Size Market Share Forecast by Application (2027-2032)

Figure 76. GCC Countries Customer Engagement Tools Market Size 2027-2032 (\$ millions)

I would like to order

Product name: Global Customer Engagement Tools Market Growth (Status and Outlook) 2026-2032

Product link: <https://marketpublishers.com/r/GC77F6014480EN.html>

Price: US\$ 3,660.00 (Single User License / Electronic Delivery)

If you want to order Corporate License or Hard Copy, please, contact our Customer Service:

info@marketpublishers.com

Payment

To pay by Credit Card (Visa, MasterCard, American Express, PayPal), please, click button on product page <https://marketpublishers.com/r/GC77F6014480EN.html>