

Global Generative AI in Customer Service Market Growth (Status and Outlook) 2024-2030

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Abstracts

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Generative AI in customer service refers to the use of artificial intelligence technologies, specifically generative models, to enhance customer interactions and support in various ways. Generative AI models, such as generative adversarial networks (GANs) and transformer-based models like GPT (Generative Pre-trained Transformer), have the capability to generate human-like text, responses, and conversations based on the input data they are trained on.

The global Generative AI in Customer Service market size is projected to grow from US\$ million in 2024 to US\$ million in 2030; it is expected to grow at a CAGR of %from 2024 to 2030.

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

This Insight Report provides a comprehensive analysis of the global Generative AI in Customer Service 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 Generative AI in Customer Service portfolios and capabilities, market entry strategies,



market positions, and geographic footprints, to better understand these firms' unique position in an accelerating global Generative AI in Customer Service market.

This Insight Report evaluates the key market trends, drivers, and affecting factors shaping the global outlook for Generative AI in Customer Service 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 Generative AI in Customer Service.

United States market for Generative AI in Customer Service is estimated to increase from US\$ million in 2023 to US\$ million by 2030, at a CAGR of % from 2024 through 2030.

China market for Generative AI in Customer Service is estimated to increase from US\$ million in 2023 to US\$ million by 2030, at a CAGR of % from 2024 through 2030.

Europe market for Generative AI in Customer Service is estimated to increase from US\$ million in 2023 to US\$ million by 2030, at a CAGR of % from 2024 through 2030.

Global key Generative AI in Customer Service players cover Salesforce, Zendesk, Sprinklr, Google Cloud, Genesys, etc. In terms of revenue, the global two largest companies occupied for a share nearly % in 2023.

This report presents a comprehensive overview, market shares, and growth opportunities of Generative AI in Customer Service market by product type, application, key players and key regions and countries.

Segmentation by Type:

On-Premises

Cloud-based

Segmentation by Application:

Chatbots and Virtual Assistants Systems



Natura	Natural Language Processing (NLP) Systems			
Automa	Automated Email Response Systems			
Interac	Interactive Voice Response (IVR) Systems			
Others				
This report als	o splits the market by region:			
Americ	as			
	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	
Segmentation by Type:	
On-Premises	
Cloud-based	
Segmentation by Application:	
Chatbots and Virtual Assistants Systems	
Natural Language Processing (NLP) Systems	
Automated Email Response Systems	
Interactive Voice Response (IVR) Systems	



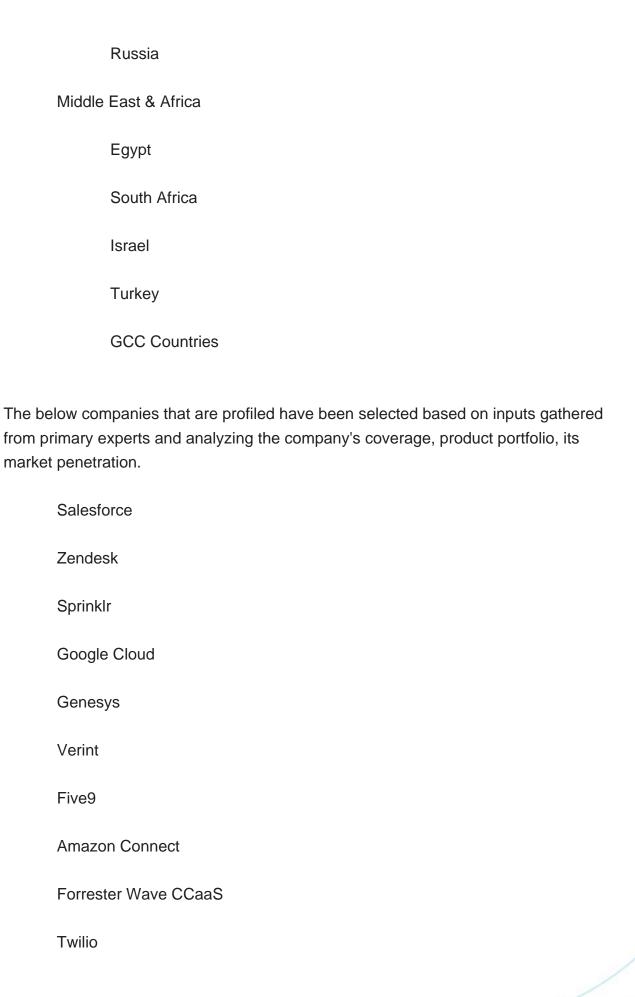
Others

This report	also s	splits	the	market	by	region:

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Americas		
	United States	
	Canada	
	Mexico	
	Brazil	
APAC		
	China	
	Japan	
	Korea	
	Southeast Asia	
	India	
	Australia	
Europe)	
	Germany	
	France	
	UK	

Italy







Microsoft
Nuance
Cognigy
InMoment
Cresta
Oracle Fusion Service
IBM Watson
LivePerson
Ada CX
SAP CX



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