

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

Natural Language Processing (NLP) Systems

Automated Email Response Systems

Interactive Voice Response (IVR) Systems

Others

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

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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.

Salesforce

Zendesk

Sprinklr

Google Cloud

Genesys

Verint

Five9

Amazon Connect

Forrester Wave CCaaS

Twilio

Microsoft

Nuance

Cognigy

InMoment

Cresta

Oracle Fusion Service

IBM Watson

LivePerson

Ada CX

SAP CX

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