

Global Intelligent Contact Center (ICC) Market Growth (Status and Outlook) 2023-2029

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Abstracts

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An intelligent contact center (ICC) uses modern artificial intelligence technologies to provide more personalized or natural communication with customers through an improved human-computer interface (HCI) and/or continuously improving internal processes based on success metrics from historical data rather than by reprogramming. The contact center provides an integrated interface for all supported communication channels between the enterprise—represented by human and/or software agents (bots)—and its customers.

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

This Insight Report provides a comprehensive analysis of the global Intelligent Contact Center (ICC) 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 Intelligent Contact Center (ICC) portfolios and capabilities, market entry strategies, market positions, and geographic footprints, to better understand these firms' unique position in an accelerating global Intelligent Contact Center (ICC) market.

This Insight Report evaluates the key market trends, drivers, and affecting factors shaping the global outlook for Intelligent Contact Center (ICC) 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 Intelligent Contact Center (ICC).

The global Intelligent Contact Center (ICC) 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 Intelligent Contact Center (ICC) 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 Intelligent Contact Center (ICC) 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 Intelligent Contact Center (ICC) is estimated to increase from US\$ million in 2022 to US\$ million by 2029, at a CAGR of % from 2023 through 2029.

Global key Intelligent Contact Center (ICC) players cover Amazon Web Services Inc., Artificial Solutions International AB, Avaya Inc., Google Inc., IBM Corporation, Microsoft Corporation, Nuance Communications, Inc., Oracle Corporation and SAP SE, 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 Intelligent Contact Center (ICC) market by product type, application, key players and key regions and countries.

Market Segmentation:

Segmentation by type

Chatbot

Intelligent Virtual Assistant (IVA)

Intelligent Interactive Voice Response (IVR) System

Segmentation by application

BFSI

Consumer Goods & Retail

Government

Healthcare

IT & Telecom

Travel & Hospitality

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

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.

Amazon Web Services Inc.

Artificial Solutions International AB

Avaya Inc.

Google Inc.

IBM Corporation

Microsoft Corporation

Nuance Communications, Inc.

Oracle Corporation

SAP SE

Zendesk, Inc.

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