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Call Center Artificial Intelligence Market Report: Trends, Forecast and Competitive Analysis to 2030

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Abstracts

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Call Center Artificial Intelligence Trends and Forecast

The future of the global call center artificial intelligence market looks promising with opportunities in the BFSI, IT & telecommunication, healthcare, retail & e-commerce, energy & utility, and travels & hospitality markets. The global call center artificial intelligence market is expected to reach an estimated $5.9 billion by 2030 with a CAGR of 18.7% from 2024 to 2030. The major drivers for this market are growing trend in enhancing customer engagement through various social media platforms and significant demand for quality customer services.

A more than 150-page report is developed to help in your business decisions. Sample figures with some insights are shown below.

Call Center Artificial Intelligence by Segment

The study includes a forecast for the global call center artificial intelligence by channel type, deployment, application, end use industry, and region.

Call Center Artificial Intelligence Market by Channel Type [Shipment Analysis by Value from 2018 to 2030]:

Phone

Social Media

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Chat

Email or Text

Website

Call Center Artificial Intelligence Market by Deployment [Shipment Analysis by Value from 2018 to 2030]:

Cloud

On-Premises

Call Center Artificial Intelligence Market by Application [Shipment Analysis by Value from 2018 to 2030]:

Predictive Call Routing

Journey Orchestration

Quality Management

Sentiment Analysis

Workforce Management & Advanced Scheduling

Others

Call Center Artificial Intelligence Market by End Use Industry [Shipment Analysis by Value from 2018 to 2030]:

BFSI

IT & Telecommunication

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Healthcare

Retail & E-commerce

Energy & Utilities

Travels & Hospitality

Others

Call Center Artificial Intelligence Market by Region [Shipment Analysis by Value from 2018 to 2030]:

North America

Europe

Asia Pacific

The Rest of the World

List of Call Center Artificial Intelligence Companies

Companies in the market compete on the basis of product quality offered. Major players in this market focus on expanding their manufacturing facilities, R&D investments, infrastructural development, and leverage integration opportunities across the value chain. With these strategies call center artificial intelligence companies cater increasing demand, ensure competitive effectiveness, develop innovative products & technologies, reduce production costs, and expand their customer base. Some of the call center artificial intelligence companies profiled in this report include-

IBM

NICE

Zendesk

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Bright Pattern

SmartAction

Artificial Solutions

SAP

Oracle

Avaya

Jio Haptik Technologies

Call Center Artificial Intelligence Market Insights

Lucintel forecasts that predictive call routing will remain the largest segment over the forecast period due to its growing need for speech-based emotion detection to assess callers emotional states.

Within this market, BFSI will remain the largest segment due to rising use of AI based call center in banks to provide superior customer service.

North America will remain the largest region over the forecast period due to rapid expansion of e-commerce sector and presence of key players in the region.

Features of the Global Call Center Artificial Intelligence Market

Market Size Estimates: Call center artificial intelligence market size estimation in terms of value ($B).

Trend and Forecast Analysis: Market trends (2018 to 2023) and forecast (2024 to 2030) by various segments and regions.

Segmentation Analysis: Call center artificial intelligence market size by various segments, such as by channel type, deployment, application, end use industry, and region in terms of value ($B).

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Regional Analysis: Call center artificial intelligence market breakdown by North America, Europe, Asia Pacific, and Rest of the World.

Growth Opportunities: Analysis of growth opportunities in different channel types, deployments, applications, end use industries, and regions for the call center artificial intelligence market.

Strategic Analysis: This includes M&A, new product development, and competitive landscape of the call center artificial intelligence market.

Analysis of competitive intensity of the industry based on Porter's Five Forces model.

FAQ

Q1. What is the call center artificial intelligence market size?

Answer: The global call center artificial intelligence market is expected to reach an estimated $5.9 billion by 2030.

Q2. What is the growth forecast for call center artificial intelligence market?

Answer: The global call center artificial intelligence market is expected to grow with a CAGR of 18.7% from 2024 to 2030.

Q3. What are the major drivers influencing the growth of the call center artificial intelligence market?

Answer: The major drivers for this market are growing trend in enhancing customer engagement through various social media platforms and significant demand for quality customer services.

Q4. What are the major segments for call center artificial intelligence market?

Answer: The future of the call center artificial intelligence market looks promising with opportunities in the BFSI, IT & telecommunication, healthcare, retail & e-commerce, energy & utility, and travels & hospitality markets.

Q5. Who are the key call center artificial intelligence market companies?

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Answer: Some of the key call center artificial intelligence companies are as follows:

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NICE

Zendesk

Bright Pattern

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Artificial Solutions

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Oracle

Avaya

Jio Haptik Technologies

Q6. Which call center artificial intelligence market segment will be the largest in future?

Answer: Lucintel forecasts that predictive call routing will remain the largest segment over the forecast period due to its growing need for speech-based emotion detection to assess callers emotional states.

Q7. In call center artificial intelligence market, which region is expected to be the largest in next 5 years?

Answer: North America will remain the largest region over the forecast period due to rapid expansion of e-commerce sector and presence of key players in the region.

Q.8 Do we receive customization in this report?

Answer: Yes, Lucintel provides 10% customization without any additional cost.

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This report answers following 11 key questions:

Q.1. What are some of the most promising, high-growth opportunities for the call center artificial intelligence market by channel (phone, social media, chat, email or text, and website), deployment (cloud and on-premises), application (predictive call routing, journey orchestration, quality management, sentiment analysis, workforce management & advanced scheduling, and others), end use industry (BFSI, IT & telecommunication, healthcare, retail & e-commerce, energy & utilities, travels & hospitality, and others), and region (North America, Europe, Asia Pacific, and the Rest of the World)?

Q.2. Which segments will grow at a faster pace and why?

Q.3. Which region will grow at a faster pace and why?

Q.4. What are the key factors affecting market dynamics? What are the key challenges and business risks in this market?

Q.5. What are the business risks and competitive threats in this market?

Q.6. What are the emerging trends in this market and the reasons behind them?

Q.7. What are some of the changing demands of customers in the market?

Q.8. What are the new developments in the market? Which companies are leading these developments?

Q.9. Who are the major players in this market? What strategic initiatives are key players pursuing for business growth?

Q.10. What are some of the competing products in this market and how big of a threat do they pose for loss of market share by material or product substitution?

Q.11. What M&A activity has occurred in the last 5 years and what has its impact been on the industry?

For any questions related to Call Center Artificial Intelligence Market, Call Center Artificial Intelligence Market Size, Call Center Artificial Intelligence Market Growth, Call Center Artificial Intelligence Market Analysis, Call Center Artificial Intelligence Market Report, Call Center Artificial Intelligence Market Share, Call Center Artificial Intelligence

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