

2020-2025 Global AI-based Customer Engagement Solutions Market Report - Production and Consumption Professional Analysis (Impact of COVID-19)

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Abstracts

This report elaborates the market size, market characteristics, and market growth of the AI-based Customer Engagement Solutions industry, and breaks down according to the type, application, and consumption area of AI-based Customer Engagement Solutions. The report also conducted a PESTEL analysis of the industry to study the main influencing factors and entry barriers of the industry.

In Chapter 3.4 of the report, the impact of the COVID-19 outbreak on the industry was fully assessed. Fully risk assessment and industry recommendations were made for AI-based Customer Engagement Solutions in a special period. This chapter also compares the markets of Pre COVID-19 and Post COVID-19.

In addition, chapters 8-12 consider the impact of COVID-19 on the regional economy.

Key players in the global AI-based Customer Engagement Solutions market covered in Chapter 13:

Nuance

Pegasystems Inc.

Oracle Corporation

IBM Corporation

OpenText Corporation

Aspect Software Inc

Genesys

Calabrio Inc.

Verint Systems

SAP SE

Salesforce.com Inc.

In Chapter 6, on the basis of types, the AI-based Customer Engagement Solutions market from 2015 to 2025 is primarily split into:

Solutions

Services

In Chapter 7, on the basis of applications, the AI-based Customer Engagement Solutions market from 2015 to 2025 covers:

BFSI

Telecommunication

Consumer Goods & Retail

Media and Entertainment

Others

Geographically, the detailed analysis of production, trade of the following countries is covered in Chapter 4.2, 5:

United States

Europe

China

Japan

India

Geographically, the detailed analysis of consumption, revenue, market share and growth rate of the following regions are covered in Chapter 8, 9, 10, 11, 12:

North America (Covered in Chapter 8)

United States

Canada

Mexico

Europe (Covered in Chapter 9)

Germany

UK

France

Italy

Spain

Others

Asia-Pacific (Covered in Chapter 10)

China

Japan
India
South Korea
Southeast Asia
Others
Middle East and Africa (Covered in Chapter 11)
Saudi Arabia
UAE
South Africa
Others
South America (Covered in Chapter 12)
Brazil
Others

Years considered for this report:

Historical Years: 2015-2019

Base Year: 2019

Estimated Year: 2020

Forecast Period: 2020-2025

Contents

1 AI-BASED CUSTOMER ENGAGEMENT SOLUTIONS MARKET - RESEARCH SCOPE

- 1.1 Study Goals
- 1.2 Market Definition and Scope
- 1.3 Key Market Segments
- 1.4 Study and Forecasting Years

2 AI-BASED CUSTOMER ENGAGEMENT SOLUTIONS MARKET - RESEARCH METHODOLOGY

- 2.1 Methodology
- 2.2 Research Data Source
 - 2.2.1 Secondary Data
 - 2.2.2 Primary Data
 - 2.2.3 Market Size Estimation
 - 2.2.4 Legal Disclaimer

3 AI-BASED CUSTOMER ENGAGEMENT SOLUTIONS MARKET FORCES

- 3.1 Global AI-based Customer Engagement Solutions Market Size
- 3.2 Top Impacting Factors (PESTEL Analysis)
 - 3.2.1 Political Factors
 - 3.2.2 Economic Factors
 - 3.2.3 Social Factors
 - 3.2.4 Technological Factors
 - 3.2.5 Environmental Factors
 - 3.2.6 Legal Factors
- 3.3 Industry Trend Analysis
- 3.4 Industry Trends Under COVID-19
 - 3.4.1 Risk Assessment on COVID-19
 - 3.4.2 Assessment of the Overall Impact of COVID-19 on the Industry
 - 3.4.3 Pre COVID-19 and Post COVID-19 Market Scenario
- 3.5 Industry Risk Assessment

4 AI-BASED CUSTOMER ENGAGEMENT SOLUTIONS MARKET - BY GEOGRAPHY

4.1 Global AI-based Customer Engagement Solutions Market Value and Market Share by Regions

4.1.1 Global AI-based Customer Engagement Solutions Value (\$) by Region (2015-2020)

4.1.2 Global AI-based Customer Engagement Solutions Value Market Share by Regions (2015-2020)

4.2 Global AI-based Customer Engagement Solutions Market Production and Market Share by Major Countries

4.2.1 Global AI-based Customer Engagement Solutions Production by Major Countries (2015-2020)

4.2.2 Global AI-based Customer Engagement Solutions Production Market Share by Major Countries (2015-2020)

4.3 Global AI-based Customer Engagement Solutions Market Consumption and Market Share by Regions

4.3.1 Global AI-based Customer Engagement Solutions Consumption by Regions (2015-2020)

4.3.2 Global AI-based Customer Engagement Solutions Consumption Market Share by Regions (2015-2020)

5 AI-BASED CUSTOMER ENGAGEMENT SOLUTIONS MARKET - BY TRADE STATISTICS

5.1 Global AI-based Customer Engagement Solutions Export and Import

5.2 United States AI-based Customer Engagement Solutions Export and Import (2015-2020)

5.3 Europe AI-based Customer Engagement Solutions Export and Import (2015-2020)

5.4 China AI-based Customer Engagement Solutions Export and Import (2015-2020)

5.5 Japan AI-based Customer Engagement Solutions Export and Import (2015-2020)

5.6 India AI-based Customer Engagement Solutions Export and Import (2015-2020)

5.7 ...

6 AI-BASED CUSTOMER ENGAGEMENT SOLUTIONS MARKET - BY TYPE

6.1 Global AI-based Customer Engagement Solutions Production and Market Share by Types (2015-2020)

6.1.1 Global AI-based Customer Engagement Solutions Production by Types (2015-2020)

6.1.2 Global AI-based Customer Engagement Solutions Production Market Share by Types (2015-2020)

6.2 Global AI-based Customer Engagement Solutions Value and Market Share by Types (2015-2020)

6.2.1 Global AI-based Customer Engagement Solutions Value by Types (2015-2020)

6.2.2 Global AI-based Customer Engagement Solutions Value Market Share by Types (2015-2020)

6.3 Global AI-based Customer Engagement Solutions Production, Price and Growth Rate of Solutions (2015-2020)

6.4 Global AI-based Customer Engagement Solutions Production, Price and Growth Rate of Services (2015-2020)

7 AI-BASED CUSTOMER ENGAGEMENT SOLUTIONS MARKET - BY APPLICATION

7.1 Global AI-based Customer Engagement Solutions Consumption and Market Share by Applications (2015-2020)

7.1.1 Global AI-based Customer Engagement Solutions Consumption by Applications (2015-2020)

7.1.2 Global AI-based Customer Engagement Solutions Consumption Market Share by Applications (2015-2020)

7.2 Global AI-based Customer Engagement Solutions Consumption and Growth Rate of BFSI (2015-2020)

7.3 Global AI-based Customer Engagement Solutions Consumption and Growth Rate of Telecommunication (2015-2020)

7.4 Global AI-based Customer Engagement Solutions Consumption and Growth Rate of Consumer Goods & Retail (2015-2020)

7.5 Global AI-based Customer Engagement Solutions Consumption and Growth Rate of Media and Entertainment (2015-2020)

7.6 Global AI-based Customer Engagement Solutions Consumption and Growth Rate of Others (2015-2020)

8 NORTH AMERICA AI-BASED CUSTOMER ENGAGEMENT SOLUTIONS MARKET

8.1 North America AI-based Customer Engagement Solutions Market Size

8.2 United States AI-based Customer Engagement Solutions Market Size

8.3 Canada AI-based Customer Engagement Solutions Market Size

8.4 Mexico AI-based Customer Engagement Solutions Market Size

8.5 The Influence of COVID-19 on North America Market

9 EUROPE AI-BASED CUSTOMER ENGAGEMENT SOLUTIONS MARKET

ANALYSIS

- 9.1 Europe AI-based Customer Engagement Solutions Market Size
- 9.2 Germany AI-based Customer Engagement Solutions Market Size
- 9.3 United Kingdom AI-based Customer Engagement Solutions Market Size
- 9.4 France AI-based Customer Engagement Solutions Market Size
- 9.5 Italy AI-based Customer Engagement Solutions Market Size
- 9.6 Spain AI-based Customer Engagement Solutions Market Size
- 9.7 The Influence of COVID-19 on Europe Market

10 ASIA-PACIFIC AI-BASED CUSTOMER ENGAGEMENT SOLUTIONS MARKET ANALYSIS

- 10.1 Asia-Pacific AI-based Customer Engagement Solutions Market Size
- 10.2 China AI-based Customer Engagement Solutions Market Size
- 10.3 Japan AI-based Customer Engagement Solutions Market Size
- 10.4 South Korea AI-based Customer Engagement Solutions Market Size
- 10.5 Southeast Asia AI-based Customer Engagement Solutions Market Size
- 10.6 India AI-based Customer Engagement Solutions Market Size
- 10.7 The Influence of COVID-19 on Asia Pacific Market

11 MIDDLE EAST AND AFRICA AI-BASED CUSTOMER ENGAGEMENT SOLUTIONS MARKET ANALYSIS

- 11.1 Middle East and Africa AI-based Customer Engagement Solutions Market Size
- 11.2 Saudi Arabia AI-based Customer Engagement Solutions Market Size
- 11.3 UAE AI-based Customer Engagement Solutions Market Size
- 11.4 South Africa AI-based Customer Engagement Solutions Market Size
- 11.5 The Influence of COVID-19 on Middle East and Africa Market

12 SOUTH AMERICA AI-BASED CUSTOMER ENGAGEMENT SOLUTIONS MARKET ANALYSIS

- 12.1 South America AI-based Customer Engagement Solutions Market Size
- 12.2 Brazil AI-based Customer Engagement Solutions Market Size
- 12.3 The Influence of COVID-19 on South America Market

13 COMPANY PROFILES

13.1 Nuance

13.1.1 Nuance Basic Information

13.1.2 Nuance Product Profiles, Application and Specification

13.1.3 Nuance AI-based Customer Engagement Solutions Market Performance (2015-2020)

13.2 Pegasystems Inc.

13.2.1 Pegasystems Inc. Basic Information

13.2.2 Pegasystems Inc. Product Profiles, Application and Specification

13.2.3 Pegasystems Inc. AI-based Customer Engagement Solutions Market Performance (2015-2020)

13.3 Oracle Corporation

13.3.1 Oracle Corporation Basic Information

13.3.2 Oracle Corporation Product Profiles, Application and Specification

13.3.3 Oracle Corporation AI-based Customer Engagement Solutions Market Performance (2015-2020)

13.4 IBM Corporation

13.4.1 IBM Corporation Basic Information

13.4.2 IBM Corporation Product Profiles, Application and Specification

13.4.3 IBM Corporation AI-based Customer Engagement Solutions Market Performance (2015-2020)

13.5 OpenText Corporation

13.5.1 OpenText Corporation Basic Information

13.5.2 OpenText Corporation Product Profiles, Application and Specification

13.5.3 OpenText Corporation AI-based Customer Engagement Solutions Market Performance (2015-2020)

13.6 Aspect Software Inc

13.6.1 Aspect Software Inc Basic Information

13.6.2 Aspect Software Inc Product Profiles, Application and Specification

13.6.3 Aspect Software Inc AI-based Customer Engagement Solutions Market Performance (2015-2020)

13.7 Genesys

13.7.1 Genesys Basic Information

13.7.2 Genesys Product Profiles, Application and Specification

13.7.3 Genesys AI-based Customer Engagement Solutions Market Performance (2015-2020)

13.8 Calabrio Inc.

13.8.1 Calabrio Inc. Basic Information

13.8.2 Calabrio Inc. Product Profiles, Application and Specification

13.8.3 Calabrio Inc. AI-based Customer Engagement Solutions Market Performance

(2015-2020)

13.9 Verint Systems

13.9.1 Verint Systems Basic Information

13.9.2 Verint Systems Product Profiles, Application and Specification

13.9.3 Verint Systems AI-based Customer Engagement Solutions Market Performance

(2015-2020)

13.10 SAP SE

13.10.1 SAP SE Basic Information

13.10.2 SAP SE Product Profiles, Application and Specification

13.10.3 SAP SE AI-based Customer Engagement Solutions Market Performance

(2015-2020)

13.11 Salesforce.com Inc.

13.11.1 Salesforce.com Inc. Basic Information

13.11.2 Salesforce.com Inc. Product Profiles, Application and Specification

13.11.3 Salesforce.com Inc. AI-based Customer Engagement Solutions Market

Performance (2015-2020)

14 MARKET FORECAST - BY REGIONS

14.1 North America AI-based Customer Engagement Solutions Market Forecast
(2020-2025)

14.2 Europe AI-based Customer Engagement Solutions Market Forecast (2020-2025)

14.3 Asia-Pacific AI-based Customer Engagement Solutions Market Forecast
(2020-2025)

14.4 Middle East and Africa AI-based Customer Engagement Solutions Market Forecast
(2020-2025)

14.5 South America AI-based Customer Engagement Solutions Market Forecast
(2020-2025)

15 MARKET FORECAST - BY TYPE AND APPLICATIONS

15.1 Global AI-based Customer Engagement Solutions Market Forecast by Types
(2020-2025)

15.1.1 Global AI-based Customer Engagement Solutions Market Forecast Production
and Market Share by Types (2020-2025)

15.1.2 Global AI-based Customer Engagement Solutions Market Forecast Value and
Market Share by Types (2020-2025)

15.2 Global AI-based Customer Engagement Solutions Market Forecast by Applications
(2020-2025)

List Of Tables

LIST OF TABLES AND FIGURES

Figure AI-based Customer Engagement Solutions Picture

Table AI-based Customer Engagement Solutions Key Market Segments

Figure Study and Forecasting Years

Figure Global AI-based Customer Engagement Solutions Market Size and Growth Rate 2015-2025

Figure Industry PESTEL Analysis

Figure Global COVID-19 Status

Figure Market Size Forecast Comparison of Pre COVID-19 and Post COVID-19

Figure Global AI-based Customer Engagement Solutions Value (\$) and Growth Rate (2015-2020)

Table Global AI-based Customer Engagement Solutions Value (\$) by Countries (2015-2020)

Table Global AI-based Customer Engagement Solutions Value Market Share by Regions (2015-2020)

Figure Global AI-based Customer Engagement Solutions Value Market Share by Regions in 2019

Figure Global AI-based Customer Engagement Solutions Production and Growth Rate (2015-2020)

Table Global AI-based Customer Engagement Solutions Production by Major Countries (2015-2020)

Table Global AI-based Customer Engagement Solutions Production Market Share by Major Countries (2015-2020)

Figure Global AI-based Customer Engagement Solutions Production Market Share by Regions in 2019

Figure Global AI-based Customer Engagement Solutions Consumption and Growth Rate (2015-2020)

Table Global AI-based Customer Engagement Solutions Consumption by Regions (2015-2020)

Table Global AI-based Customer Engagement Solutions Consumption Market Share by Regions (2015-2020)

Figure Global AI-based Customer Engagement Solutions Consumption Market Share by Regions in 2019

Table Global AI-based Customer Engagement Solutions Export Top 3 Country 2019

Table Global AI-based Customer Engagement Solutions Import Top 3 Country 2019

Table United States AI-based Customer Engagement Solutions Export and Import

(2015-2020)

Table Europe AI-based Customer Engagement Solutions Export and Import

(2015-2020)

Table China AI-based Customer Engagement Solutions Export and Import (2015-2020)

Table Japan AI-based Customer Engagement Solutions Export and Import (2015-2020)

Table India AI-based Customer Engagement Solutions Export and Import (2015-2020)

Table Global AI-based Customer Engagement Solutions Production by Types

(2015-2020)

Table Global AI-based Customer Engagement Solutions Production Market Share by

Types (2015-2020)

Figure Global AI-based Customer Engagement Solutions Production Share by Type

(2015-2020)

Table Global AI-based Customer Engagement Solutions Value by Types (2015-2020)

Table Global AI-based Customer Engagement Solutions Value Market Share by Types

(2015-2020)

Figure Global AI-based Customer Engagement Solutions Value Share by Type

(2015-2020)

Figure Global Solutions Production and Growth Rate (2015-2020)

Figure Global Solutions Price (2015-2020)

Figure Global Services Production and Growth Rate (2015-2020)

Figure Global Services Price (2015-2020)

Table Global AI-based Customer Engagement Solutions Consumption by Applications

(2015-2020)

Table Global AI-based Customer Engagement Solutions Consumption Market Share by

Applications (2015-2020)

Figure Global AI-based Customer Engagement Solutions Consumption Share by

Application (2015-2020)

Figure Global BFSI Consumption and Growth Rate (2015-2020)

Figure Global Telecommunication Consumption and Growth Rate (2015-2020)

Figure Global Consumer Goods & Retail Consumption and Growth Rate (2015-2020)

Figure Global Media and Entertainment Consumption and Growth Rate (2015-2020)

Figure Global Others Consumption and Growth Rate (2015-2020)

Figure North America AI-based Customer Engagement Solutions Market Consumption
and Growth Rate (2015-2020)

Table North America AI-based Customer Engagement Solutions Consumption by
Countries (2015-2020)

Table North America AI-based Customer Engagement Solutions Consumption Market
Share by Countries (2015-2020)

Figure North America AI-based Customer Engagement Solutions Consumption Market

Share by Countries (2015-2020)

Figure United States AI-based Customer Engagement Solutions Market Consumption and Growth Rate (2015-2020)

Figure Canada AI-based Customer Engagement Solutions Market Consumption and Growth Rate (2015-2020)

Figure Mexico AI-based Customer Engagement Solutions Market Consumption and Growth Rate (2015-2020)

Figure North America COVID-19 Status

Figure Europe AI-based Customer Engagement Solutions Market Consumption and Growth Rate (2015-2020)

Table Europe AI-based Customer Engagement Solutions Consumption by Countries (2015-2020)

Table Europe AI-based Customer Engagement Solutions Consumption Market Share by Countries (2015-2020)

Figure Europe AI-based Customer Engagement Solutions Consumption Market Share by Countries (2015-2020)

Figure Germany AI-based Customer Engagement Solutions Market Consumption and Growth Rate (2015-2020)

Figure United Kingdom AI-based Customer Engagement Solutions Market Consumption and Growth Rate (2015-2020)

Figure France AI-based Customer Engagement Solutions Market Consumption and Growth Rate (2015-2020)

Figure Italy AI-based Customer Engagement Solutions Market Consumption and Growth Rate (2015-2020)

Figure Spain AI-based Customer Engagement Solutions Market Consumption and Growth Rate (2015-2020)

Figure Europe COVID-19 Status

Figure Asia-Pacific AI-based Customer Engagement Solutions Market Consumption and Growth Rate (2015-2020)

Table Asia-Pacific AI-based Customer Engagement Solutions Consumption by Countries (2015-2020)

Table Asia-Pacific AI-based Customer Engagement Solutions Consumption Market Share by Countries (2015-2020)

Figure Asia-Pacific AI-based Customer Engagement Solutions Consumption Market Share by Countries (2015-2020)

Figure China AI-based Customer Engagement Solutions Market Consumption and Growth Rate (2015-2020)

Figure Japan AI-based Customer Engagement Solutions Market Consumption and Growth Rate (2015-2020)

Figure South Korea AI-based Customer Engagement Solutions Market Consumption and Growth Rate (2015-2020)

Figure Southeast Asia AI-based Customer Engagement Solutions Market Consumption and Growth Rate (2015-2020)

Figure India AI-based Customer Engagement Solutions Market Consumption and Growth Rate (2015-2020)

Figure Asia Pacific COVID-19 Status

Figure Middle East and Africa AI-based Customer Engagement Solutions Market Consumption and Growth Rate (2015-2020)

Table Middle East and Africa AI-based Customer Engagement Solutions Consumption by Countries (2015-2020)

Table Middle East and Africa AI-based Customer Engagement Solutions Consumption Market Share by Countries (2015-2020)

Figure Middle East and Africa AI-based Customer Engagement Solutions Consumption Market Share by Countries (2015-2020)

Figure Saudi Arabia AI-based Customer Engagement Solutions Market Consumption and Growth Rate (2015-2020)

Figure UAE AI-based Customer Engagement Solutions Market Consumption and Growth Rate (2015-2020)

Figure South Africa AI-based Customer Engagement Solutions Market Consumption and Growth Rate (2015-2020)

Figure South America AI-based Customer Engagement Solutions Market Consumption and Growth Rate (2015-2020)

Table South America AI-based Customer Engagement Solutions Consumption by Countries (2015-2020)

Table South America AI-based Customer Engagement Solutions Consumption Market Share by Countries (2015-2020)

Figure South America AI-based Customer Engagement Solutions Consumption Market Share by Countries (2015-2020)

Figure Brazil AI-based Customer Engagement Solutions Market Consumption and Growth Rate (2015-2020)

Table Nuance Company Profile

Table Nuance Production, Value, Price, Gross Margin 2015-2020

Figure Nuance Production and Growth Rate

Figure Nuance Value (\$) Market Share 2015-2020

Table Pegasystems Inc. Company Profile

Table Pegasystems Inc. Production, Value, Price, Gross Margin 2015-2020

Figure Pegasystems Inc. Production and Growth Rate

Figure Pegasystems Inc. Value (\$) Market Share 2015-2020

Table Oracle Corporation Company Profile
Table Oracle Corporation Production, Value, Price, Gross Margin 2015-2020
Figure Oracle Corporation Production and Growth Rate
Figure Oracle Corporation Value (\$) Market Share 2015-2020
Table IBM Corporation Company Profile
Table IBM Corporation Production, Value, Price, Gross Margin 2015-2020
Figure IBM Corporation Production and Growth Rate
Figure IBM Corporation Value (\$) Market Share 2015-2020
Table OpenText Corporation Company Profile
Table OpenText Corporation Production, Value, Price, Gross Margin 2015-2020
Figure OpenText Corporation Production and Growth Rate
Figure OpenText Corporation Value (\$) Market Share 2015-2020
Table Aspect Software Inc Company Profile
Table Aspect Software Inc Production, Value, Price, Gross Margin 2015-2020
Figure Aspect Software Inc Production and Growth Rate
Figure Aspect Software Inc Value (\$) Market Share 2015-2020
Table Genesys Company Profile
Table Genesys Production, Value, Price, Gross Margin 2015-2020
Figure Genesys Production and Growth Rate
Figure Genesys Value (\$) Market Share 2015-2020
Table Calabrio Inc. Company Profile
Table Calabrio Inc. Production, Value, Price, Gross Margin 2015-2020
Figure Calabrio Inc. Production and Growth Rate
Figure Calabrio Inc. Value (\$) Market Share 2015-2020
Table Verint Systems Company Profile
Table Verint Systems Production, Value, Price, Gross Margin 2015-2020
Figure Verint Systems Production and Growth Rate
Figure Verint Systems Value (\$) Market Share 2015-2020
Table SAP SE Company Profile
Table SAP SE Production, Value, Price, Gross Margin 2015-2020
Figure SAP SE Production and Growth Rate
Figure SAP SE Value (\$) Market Share 2015-2020
Table Salesforce.com Inc. Company Profile
Table Salesforce.com Inc. Production, Value, Price, Gross Margin 2015-2020
Figure Salesforce.com Inc. Production and Growth Rate
Figure Salesforce.com Inc. Value (\$) Market Share 2015-2020
Figure North America Market Consumption and Growth Rate Forecast (2020-2025)
Figure Europe Market Consumption and Growth Rate Forecast (2020-2025)
Figure Asia-Pacific Market Consumption and Growth Rate Forecast (2020-2025)

Figure Middle East and Africa Market Consumption and Growth Rate Forecast (2020-2025)

Figure South America Market Consumption and Growth Rate Forecast (2020-2025)

Table Global AI-based Customer Engagement Solutions Market Forecast Production by Types (2020-2025)

Table Global AI-based Customer Engagement Solutions Market Forecast Production Share by Types (2020-2025)

Table Global AI-based Customer Engagement Solutions Market Forecast Value (\$) by Types (2020-2025)

Table Global AI-based Customer Engagement Solutions Market Forecast Value Share by Types (2020-2025)

Table Global AI-based Customer Engagement Solutions Market Forecast Consumption by Applications (2020-2025)

Table Global AI-based Customer Engagement Solutions Market Forecast Consumption Share by Applications (2020-2025)

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