

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

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