

2020-2025 Global Call Center AI 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 Call Center AI industry, and breaks down according to the type, application, and consumption area of Call Center AI. 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 Call Center AI 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 Call Center AI market covered in Chapter 13:

Microsoft

EdgeVerve

Talkdesk

Rulai

Zendesk

Pypestream

Conversica

Creative Virtual

NICE inContact

Nuance

Artificial Solutions

Inbenta

SAP

Avaya

Avaamo

AWS

IBM

Kore.ai

Google

Haptik

Oracle

In Chapter 6, on the basis of types, the Call Center AI market from 2015 to 2025 is primarily split into:

Compute Platforms

Solutions

Services

In Chapter 7, on the basis of applications, the Call Center AI market from 2015 to 2025 covers:

BFSI

Retail & E-commerce

Telecom

Healthcare

Media & 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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