

Global Call Center AI Market Research Report with Opportunities and Strategies to Boost Growth- COVID-19 Impact and Recovery

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Abstracts

Based on the Call Center AI market development status, competitive landscape and development model in different regions of the world, this report is dedicated to providing niche markets, potential risks and comprehensive competitive strategy analysis in different fields. From the competitive advantages of different types of products and services, the development opportunities and consumption characteristics and structure analysis of the downstream application fields are all analyzed in detail. To Boost Growth during the epidemic era, this report analyzes in detail for the potential risks and opportunities which can be focused on.

In Chapter 2.4 of the report, we share our perspectives for the impact of COVID-19 from the long and short term.

In chapter 3.4, we provide the influence of the crisis on the industry chain, especially for marketing channels.

In chapters 8-13, we update the timely industry economic revitalization plan of the country-wise government.

Key players in the global Call Center AI market covered in Chapter 5:

IBM

Zendesk

Google

Microsoft

Rulai

Pypestream

Inbenta

Talkdesk

SAP

Oracle
Artificial Solutions
Haptik
EdgeVerve
NICE inContact
Avaya
Nuance
Conversica
AWS
Creative Virtual
Kore.ai
Avaamo

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 consumption, revenue, market share and growth rate, historic and forecast (2015-2025) of the following regions are covered in Chapter 8-13:

North America (Covered in Chapter 9)
United States
Canada
Mexico
Europe (Covered in Chapter 10)
Germany
UK

France
Italy
Spain
Russia
Others
Asia-Pacific (Covered in Chapter 11)
China
Japan
South Korea
Australia
India
South America (Covered in Chapter 12)
Brazil
Argentina
Columbia
Middle East and Africa (Covered in Chapter 13)
UAE
Egypt
South Africa

Years considered for this report:

Historical Years: 2015-2019

Base Year: 2019

Estimated Year: 2020

Forecast Period: 2020-2025

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