+44 20 8123 2220
info@marketpublishers.com

Chatbot Market by Offering, Bot Communication (Text, Audio, & Video), Type, Business Function (Sales & Marketing, Contact Centers), Channel Integration, Vertical (Retail & eCommerce, Healthcare & Life Sciences) and Region - Global Forecast to 2028

https://marketpublishers.com/r/C33BFC962FEEN.html
Date: May 2023
Pages: 343
Price: US$ 4,950.00 (Single User License)
ID: C33BFC962FEEN

Abstracts

The market for chatbot market is estimated to grow from USD 5.4 billion in 2023 to USD 15.5 billion by 2028, at a CAGR of 23.3% during the forecast period. Increasing focus on customer engagement through various channels and rising usage of generative models in chatbots to drive growth in the chatbot market. Chatbots can be a valuable tool for enterprises looking to improve customer service, reduce costs, and increase efficiency.

The services segment is expected to grow at a higher CAGR during the forecast period

The global chatbot market is segmented based on offering solutions and services. Based on services segment is divided into managed services and professional services. The services segment is expected to grow at a higher CAGR during the forecast period. These services ensure faster and smoother implementation that maximizes the value of enterprise investments.

Voicebots segment to grow at a higher CAGR during the forecast period

The global chatbot market is segmented based on type into menu-based, linguistic-based, keyword recognition-based, contextual, hybrid, and voicebots. The voicebots segment is expected to grow rapidly during the forecast period. Voicebots can respond quickly and accurately to inquiries, providing a seamless customer experience. Voicebots can be a cost-effective way to provide customer support, as they can handle

+44 20 8123 2220
info@marketpublishers.com

a large volume of inquiries without the need for human intervention. This can help to reduce the workload of customer support teams and lower overall costs.

Among verticals, retail and eCommerce segment hold the largest market size during the forecast period

Chatbots can benefit enterprises across various industries by improving customer service, reducing costs, and increasing efficiency. Across BFSI verticals, chatbots can provide customers with account information, answer inquiries about products and services, and help customers with transactions. This can help to improve customer service and reduce costs by automating routine tasks across BFSI verticals.

Asia Pacific to grow at a higher CAGR during the forecast period

The chatbot market has been segmented into five regions: North America, Europe, Asia Pacific, Middle East and Africa and Latin America. Asia Pacific is expected to gain traction in the coming years. Countries such as China, Singapore, Japan, South Korea, ANZ, and India to offer ample of opportunities for the end users to leverage chatbots for more personalized recommendations in real-time . The Asia Pacific region has one of the largest and fastest-growing populations of internet and smartphone users. This has created a large market for chatbots, which can provide a convenient and efficient way for users to access information, products, and services.

Breakdown of primaries

In-depth interviews were conducted with Chief Executive Officers (CEOs), innovation and technology directors, system integrators, and executives from various key organizations operating in the chatbot market.

By Company: Tier I: 35%, Tier II: 45%, and Tier III: 20%

By Designation: C-Level Executives: 35%, Directors: 25%, and Others: 40%

By Region: North America: 45%, Europe: 20%, Asia Pacific: 30%, Europe: 25%, ROW: 5%

The report includes the study of key players offering chatbot solutions and services. It profiles major vendors in the global chatbot market. The major vendors in the global

chatbot market include Google (US), Microsoft (US), IBM (US), AWS (US), Baidu (China), Oracle (US), SAP (Germany), OpenAI (US), Salesforce (US), Meta (US), Artificial Solutions (Sweden), ServiceNow (US), [24]7.ai (US), Kore.ai (US), Conversica (US), Inbenta (US), Creative Virtual (US), Avaamo (US), Haptik (India), Solvvy (US), Gupshup (US), Aivo (US), Personetics (US), LivePerson (US), Freshworks (India), Engati (US), Botsify (Pakistan), Yellow.ai (US), Drift (US), Intercom (US), Chatfuel (US), Landbot (Spain), Pandorabots (US), Customers.ai (US), Rasa (Germany), and BotsCrew (UK).

Research Coverage

The market study covers the chatbot market across segments. It aims at estimating the market size and the growth potential of this market across different segments, such as offering, type, business function, bot communication, channel integration, vertical, and region .It includes an in-depth competitive analysis of the key players in the market, along with their company profiles, key observations related to product and business offerings, recent developments, and key market strategies.

Key Benefits of Buying the Report

The report would provide the market leaders/new entrants in this market with information on the closest approximations of the revenue numbers for the overall market for chatbots and its subsegments. It would help stakeholders understand the competitive landscape and gain better to position their business and plan suitable go-to-market strategies. It also helps stakeholders understand the market’s pulse and provides information on key market drivers, restraints, challenges, and opportunities.

The report provides insights on the following pointers:

Analysis of key drivers (Integration of sentiment analysis with chatbots for meaningful customer insights, Advancements in technology coupled with rising customer demand for self-service operations, Growth in need for 24?7 customer support at lower operational costs and Increase in focus on customer engagement through various channels), restraints (Inability to recognize customer intent and respond effectively), opportunities (Initiatives toward the development of self-learning chatbots to deliver human-like conversational experience, Rise in demand for AI-based chatbots to deliver enhanced customer experience, and Integration of sentiment analysis with chatbots for meaningful customer insights), and challenges (Complex and time-consuming setup and

+44 20 8123 2220
info@marketpublishers.com

maintenance, Lack of awareness about effect of chatbot technology on various applications) influencing the growth of the chatbot market

Product Development/Innovation: Detailed insights on upcoming technologies, research & development activities, and new product & service launches in the chatbot market

Market Development: Comprehensive information about lucrative markets – the report analyses chatbot market across varied regions

Market Diversification: Exhaustive information about new products & services, untapped geographies, recent developments, and investments in chatbot market strategies; the report also helps stakeholders understand the pulse of the chatbot market and provides them with information on key market drivers, restraints, challenges, and opportunities.

Competitive Assessment: In-depth assessment of market shares, growth strategies and service offerings of leading players such as Google (US), Microsoft (US), IBM (US), AWS (US), Baidu (China), Meta (US), SAP (Germany), and Oracle (US) among others in the chatbot market.

+44 20 8123 2220
info@marketpublishers.com

Contents

1 INTRODUCTION

1.1 STUDY OBJECTIVES
1.2 MARKET DEFINITION
  1.2.1 INCLUSIONS AND EXCLUSIONS
1.3 MARKET SCOPE
  1.3.1 MARKET SEGMENTATION
  1.3.2 REGIONS COVERED
  1.3.3 YEARS CONSIDERED
1.4 CURRENCY CONSIDERED
1.5 STAKEHOLDERS
1.6 SUMMARY OF CHANGES
  1.6.1 IMPACT OF RECESSION

2 RESEARCH METHODOLOGY

2.1 RESEARCH DATA
FIGURE 1 CHATBOT MARKET: RESEARCH DESIGN
  2.1.1 SECONDARY DATA
  2.1.2 PRIMARY DATA
TABLE 1 PRIMARY INTERVIEWS
    2.1.2.1 Breakup of primary profiles
    2.1.2.2 Key industry insights
2.2 MARKET BREAKUP AND DATA TRIANGULATION
FIGURE 2 DATA TRIANGULATION
2.3 MARKET SIZE ESTIMATION
FIGURE 3 CHATBOT MARKET: TOP-DOWN AND BOTTOM-UP APPROACHES
  2.3.1 TOP-DOWN APPROACH
  2.3.2 BOTTOM-UP APPROACH
FIGURE 4 MARKET SIZE ESTIMATION METHODOLOGY - APPROACH 1 (SUPPLY SIDE): REVENUE FROM SOLUTIONS/SERVICES OF CHATBOT MARKET
FIGURE 5 MARKET SIZE ESTIMATION METHODOLOGY - APPROACH 2, BOTTOM-UP (SUPPLY SIDE): COLLECTIVE REVENUE FROM ALL SOLUTIONS/SERVICES OF CHATBOT MARKET
FIGURE 6 MARKET SIZE ESTIMATION METHODOLOGY - APPROACH 3, BOTTOM-UP (SUPPLY SIDE): COLLECTIVE REVENUE FROM ALL SOLUTIONS/SERVICES OF CHATBOT MARKET

+44 20 8123 2220
info@marketpublishers.com

FIGURE 7 MARKET SIZE ESTIMATION METHODOLOGY - APPROACH 4, BOTTOM-UP (DEMAND SIDE): SHARE OF CHATBOT THROUGH OVERALL CHATBOT SPENDING
2.4 MARKET FORECAST
TABLE 2 FACTOR ANALYSIS
2.5 RESEARCH ASSUMPTIONS
2.6 LIMITATIONS
2.7 IMPLICATIONS OF RECESSION ON CHATBOT MARKET
TABLE 3 IMPACT OF RECESSION ON GLOBAL CHATBOT MARKET

3 EXECUTIVE SUMMARY

TABLE 4 GLOBAL CHATBOT MARKET SIZE AND GROWTH RATE, 2017–2022 (USD MILLION, Y-O-Y %)
TABLE 5 GLOBAL CHATBOT MARKET SIZE AND GROWTH RATE, 2023–2028 (USD MILLION, Y-O-Y %)
FIGURE 8 SOLUTIONS SEGMENT TO DOMINATE MARKET IN 2023
FIGURE 9 STANDALONE SOLUTION TO HOLD LARGEST MARKET SHARE IN 2023
FIGURE 10 PROFESSIONAL SERVICES SEGMENT TO DOMINATE MARKET IN 2023
FIGURE 11 SYSTEM INTEGRATION AND IMPLEMENTATION SEGMENT TO LEAD MARKET IN 2023
FIGURE 12 MOBILE APPS SEGMENT TO HOLD LARGEST MARKET SHARE IN 2023
FIGURE 13 SOCIAL MESSENGER SEGMENT TO LEAD MARKET IN 2023
FIGURE 14 TEXT SEGMENT TO HOLD LARGEST MARKET SIZE IN 2023
FIGURE 15 MENU-BASED SEGMENT TO HOLD LARGEST MARKET SHARE IN 2023
FIGURE 16 CONTACT CENTERS SEGMENT TO BE LARGEST SEGMENT IN 2023
FIGURE 17 CUSTOMER ENGAGEMENT AND RETENTION SEGMENT TO HOLD LARGEST MARKET SHARE IN 2023
FIGURE 18 CUSTOMER SUPPORT TO BE LARGEST FINANCE AND ACCOUNTING APPLICATION SEGMENT IN 2023
FIGURE 19 RECRUITMENT SEGMENT AMONG HR APPLICATIONS TO DOMINATE MARKET IN 2023
FIGURE 20 WORKFLOW OPTIMIZATION SEGMENT TO HOLD LARGEST MARKET SIZE IN 2023
FIGURE 21 INCIDENT MANAGEMENT SEGMENT AMONG ITSM APPLICATIONS TO DOMINATE MARKET IN 2023
FIGURE 22 AGENT PERFORMANCE MANAGEMENT SEGMENT TO HOLD

+44 20 8123 2220
info@marketpublishers.com

LARGEST MARKET SIZE IN 2023
FIGURE 23 HEALTHCARE AND LIFE SCIENCES VERTICAL TO GROW AT HIGHEST CAGR IN 2023
FIGURE 24 NORTH AMERICA TO HOLD LARGEST MARKET SHARE AND ASIA PACIFIC TO GROW AT HIGHEST CAGR IN 2023

4 PREMIUM INSIGHTS

4.1 ATTRACTIVE OPPORTUNITIES IN CHATBOT MARKET
FIGURE 25 RISING USAGE OF GENERATIVE MODELS IN CHATBOTS FOR IMMERSIVE CUSTOMER EXPERIENCE TO DRIVE MARKET
4.2 OVERVIEW OF RECESSION IN GLOBAL CHATBOT MARKET
FIGURE 26 CHATBOT MARKET TO WITNESS MINOR DECLINE IN Y-O-Y GROWTH IN 2023
4.3 CHATBOT MARKET: TOP THREE BUSINESS FUNCTIONS
FIGURE 27 HR BUSINESS FUNCTION SEGMENT TO GROW AT HIGHEST CAGR DURING FORECAST PERIOD
4.4 NORTH AMERICA: CHATBOT MARKET, BY OFFERING AND TOP THREE VERTICALS
FIGURE 28 SOLUTIONS AND RETAIL AND ECOMMERCE SEGMENTS TO HOLD LARGEST MARKET SHARES IN NORTH AMERICA IN 2023
4.5 CHATBOT MARKET: BY REGION
FIGURE 29 NORTH AMERICA TO HOLD LARGEST MARKET SHARE IN 2023

5 MARKET OVERVIEW AND INDUSTRY TRENDS

5.1 INTRODUCTION
5.2 BRIEF HISTORY OF CHATBOT
FIGURE 30 BRIEF HISTORY OF CHATBOT
5.3 CHATBOT MARKET: ARCHITECTURE
FIGURE 31 CHATBOT MARKET ARCHITECTURE
5.4 MARKET DYNAMICS
FIGURE 32 DRIVERS, RESTRAINTS, OPPORTUNITIES, AND CHALLENGES: CHATBOT MARKET
5.4.1 DRIVERS
5.4.1.1 Advancements in technology coupled with rising customer demand for self-service operations
5.4.1.2 Growth in need for 24?7 customer support at lower operational costs
5.4.1.3 Increase in focus on customer engagement through various channels

+44 20 8123 2220
info@marketpublishers.com

5.4.1.4 Rising usage of generative models in chatbots
5.4.2 RESTRAINTS
5.4.2.1 Inability to recognize customer intent and respond effectively
5.4.2.2 Accuracy concerns associated with voice authentication
5.4.3 OPPORTUNITIES
5.4.3.1 Initiatives toward development of self-learning chatbots to deliver human-like conversational experience
5.4.3.2 Rise in demand for AI-based chatbots to deliver enhanced customer experience
5.4.3.3 Integration of sentiment analysis with chatbots for meaningful customer insights
5.4.4 CHALLENGES
5.4.4.1 Lack of awareness about effect of chatbot technology on various applications
5.4.4.2 Complex and time-consuming setup and maintenance
5.5 CASE STUDY ANALYSIS
5.5.1 BFSI
5.5.1.1 Case Study 1: BankBazaar implemented Haptik’s chatbot to increase customer engagement and enhance customer reach
5.5.1.2 Case Study 2: Zurich Insurance Group worked with Spixii to develop Zara chatbot for quick notifications
5.5.1.3 Case Study 3: SIX Payment Services Ltd. partnered with Enterprise Bot to enhance customer service
5.5.1.4 Case Study 4: SEB Retail Bank enhances efficiency of internal and external support processes through IPsoft’s Amelia chatbot
5.5.2 RETAIL AND ECOMMERCE
5.5.2.1 Case Study 1: Kore.ai retail virtual assistants to process orders across digital channels
5.5.2.2 Case Study 2: Haptik helps JioMart with end-to-end shopping experience on WhatsApp
5.5.2.3 Case Study 3: Snaps offers personalized engagement model to Nike for increasing customer engagement via mobile channel
5.5.3 HEALTHCARE AND LIFE SCIENCES
5.5.3.1 Case Study 1: Tia selected RASA to incorporate HIPAA-compliant NLU and improve efficiency
5.5.3.2 Case Study 2: Kore.ai healthcare chatbots can automate routine tasks
5.5.3.3 Case Study 3: Netmeds partnered with Haptik to build chatbot capable of handling core challenges
5.5.4 TRANSPORTATION AND LOGISTICS
5.5.4.1 Case Study 1: Amtrak developed chatbot to help customers

+44 20 8123 2220
info@marketpublishers.com

5.5.4.2 Case Study 2: Ubisend offers Vanarama, a leasing chatbot solution, to enable customers to browse and handle customer queries
5.5.5 TRAVEL AND HOSPITALITY
5.5.5.1 Case Study 1: Indigo boosts customer satisfaction to 87% with Yellow.ai
5.5.5.2 Case Study 2: OYO integrated Haptik's Live Chat Agent tool to provide customer support and handle queries over WhatsApp
5.5.6 TELECOM
5.5.6.1 Case Study 1: Elisa Estonia deployed MindTitan's chatbot to analyze incoming chats and improve customer experience
5.5.7 MANUFACTURING
5.5.7.1 Case Study 1: L'Or?al partnered with Automat to develop messaging chatbot to increase customer engagement and enhance productivity
5.5.8 ENERGY AND UTILITIES
5.5.8.1 Case Study 1: ENN transitions to automated AI with IBM Watson Assistant
5.5.9 GOVERNMENT
5.5.9.1 Case Study 1: The State of New Jersey and IBM Consulting helps citizens efficiently with IBM virtual agents
5.6 SUPPLY CHAIN ANALYSIS
FIGURE 33 CHATBOT MARKET: SUPPLY CHAIN ANALYSIS
5.7 PATENT ANALYSIS
5.7.1 METHODOLOGY
5.7.2 DOCUMENT TYPE
TABLE 6 PATENTS FILED, 2020–2023
5.7.3 INNOVATION AND PATENT APPLICATIONS
FIGURE 34 TOTAL NUMBER OF PATENTS GRANTED, 2020–2023
5.7.3.1 Top applicants
FIGURE 35 TOP 10 PATENT APPLICANTS, 2020–2023
5.8 PRICING ANALYSIS
TABLE 7 CHATBOT MARKET: PRICING MODEL ANALYSIS, 2023
5.9 PORTER'S FIVE FORCES ANALYSIS
FIGURE 36 PORTER'S FIVE FORCES ANALYSIS
5.9.1 THREAT OF NEW ENTRANTS
5.9.2 THREAT OF SUBSTITUTES
5.9.3 BARGAINING POWER OF SUPPLIERS
5.9.4 BARGAINING POWER OF BUYERS
5.9.5 INTENSITY OF COMPETITIVE RIVALRY
5.10 KEY CONFERENCES AND EVENTS, 2023–2024
TABLE 8 DETAILED LIST OF CONFERENCES AND EVENTS, 2023–2024
5.11 KEY BENEFITS OF CHATBOT DEPLOYMENT ACROSS BUSINESSES

+44 20 8123 2220
info@marketpublishers.com

5.11.1 SCALING OPERATIONS
5.11.2 ENHANCED CX AND EX
5.11.3 SIGNIFICANT COST REDUCTION
5.11.4 LEAD GENERATION
5.11.5 PERSONALIZED RECOMMENDATIONS
5.12 CHATBOT ROADMAP UNTIL 2030
FIGURE 37 CHATBOT ROADMAP UNTIL 2030
5.13 CHATBOT TOOLS AND FRAMEWORK
5.13.1 DIALOGFLOW BY GOOGLE
5.13.2 AMAZON LEX
5.13.3 IBM WATSON ASSISTANT
5.13.4 MICROSOFT BOT FRAMEWORK
5.13.5 RASA
5.13.6 BOTPRESS
5.14 ECOSYSTEM ANALYSIS
FIGURE 38 CHATBOT MARKET: ECOSYSTEM ANALYSIS
5.14.1 CHATBOT CLOUD PLATFORM PROVIDERS
5.14.2 CHATBOT API AND FRAMEWORK PROVIDERS
5.14.3 CHATBOT BUILDING PLATFORM PROVIDERS
5.14.4 CHATBOT END USERS
5.14.5 CHATBOT REGULATORS
5.15 CURRENT AND EMERGING BUSINESS MODELS USED FOR CHATBOT DEVELOPMENT
5.16 TRENDS/DISRUPTIONS IMPACTING BUYERS/CLIENTS OF CHATBOT MARKET
FIGURE 39 CHATBOT MARKET: TRENDS/DISRUPTIONS IMPACTING BUYERS/CLIENTS
5.17 REGULATORY LANDSCAPE
5.17.1 REGULATORY BODIES, GOVERNMENT AGENCIES, AND OTHER ORGANIZATIONS
TABLE 9 NORTH AMERICA: LIST OF REGULATORY BODIES, GOVERNMENT AGENCIES, AND OTHER ORGANIZATIONS
TABLE 10 EUROPE: LIST OF REGULATORY BODIES, GOVERNMENT AGENCIES, AND OTHER ORGANIZATIONS
TABLE 11 ASIA PACIFIC: LIST OF REGULATORY BODIES, GOVERNMENT AGENCIES, AND OTHER ORGANIZATIONS
TABLE 12 MIDDLE EAST AND AFRICA: LIST OF REGULATORY BODIES, GOVERNMENT AGENCIES, AND OTHER ORGANIZATIONS
TABLE 13 LATIN AMERICA: LIST OF REGULATORY BODIES, GOVERNMENT

+44 20 8123 2220
info@marketpublishers.com

AGENCIES, AND OTHER ORGANIZATIONS
5.18 KEY STAKEHOLDERS AND BUYING CRITERIA
5.18.1 KEY STAKEHOLDERS IN BUYING PROCESS
TABLE 14 INFLUENCE OF STAKEHOLDERS ON BUYING PROCESS FOR TOP THREE APPLICATIONS (%)
5.18.2 BUYING CRITERIA
FIGURE 40 KEY BUYING CRITERIA FOR TOP THREE APPLICATIONS
TABLE 15 KEY BUYING CRITERIA FOR TOP THREE APPLICATIONS
5.19 TECHNOLOGY ANALYSIS
5.19.1 MACHINE LEARNING AND CHATBOT
5.19.2 DEEP LEARNING AND CHATBOT
5.19.3 NATURAL LANGUAGE PROCESSING AND CHATBOT
5.19.4 AUTOMATED SPEECH RECOGNITION AND CHATBOT

6 CHATBOT MARKET, BY OFFERING

6.1 INTRODUCTION
6.1.1 OFFERINGS: CHATBOT MARKET DRIVERS
FIGURE 41 SERVICES SEGMENT TO REGISTER HIGHER CAGR DURING FORECAST PERIOD
TABLE 16 CHATBOT MARKET, BY OFFERING, 2017–2022 (USD MILLION)
TABLE 17 CHATBOT MARKET, BY OFFERING, 2023–2028 (USD MILLION)
6.2 SOLUTIONS
FIGURE 42 MESSAGING-BASED SEGMENT TO GROW AT HIGHEST CAGR DURING FORECAST PERIOD
TABLE 18 CHATBOT MARKET, BY SOLUTION, 2017–2022 (USD MILLION)
TABLE 19 CHATBOT MARKET, BY SOLUTION, 2023–2028 (USD MILLION)
6.2.1 STANDALONE
6.2.1.1 Provides cost-effective, flexible, and scalable chatbot solutions
TABLE 20 STANDALONE: CHATBOT MARKET, BY REGION, 2017–2022 (USD MILLION)
TABLE 21 STANDALONE: CHATBOT MARKET, BY REGION, 2023–2028 (USD MILLION)
6.2.2 WEB-BASED
6.2.2.1 Rapid growth in chatbots to drive business value and enhance customer experience
TABLE 22 WEB-BASED: CHATBOT MARKET, BY REGION, 2017–2022 (USD MILLION)
TABLE 23 WEB-BASED: CHATBOT MARKET, BY REGION, 2023–2028 (USD

MILLION)
6.2.3 MESSAGING-BASED
6.2.3.1 Rising popularity of messaging apps to drive market
TABLE 24 MESSAGING-BASED: CHATBOT MARKET, BY REGION, 2017–2022 (USD MILLION)
TABLE 25 MESSAGING-BASED: CHATBOT MARKET, BY REGION, 2023–2028 (USD MILLION)
6.2.4 OTHER SOLUTIONS
TABLE 26 OTHER SOLUTIONS: CHATBOT MARKET, BY REGION, 2017–2022 (USD MILLION)
TABLE 27 OTHER SOLUTIONS: CHATBOT MARKET, BY REGION, 2023–2028 (USD MILLION)
6.3 SERVICES
FIGURE 43 MANAGED SERVICES SEGMENT TO REGISTER HIGHER CAGR DURING FORECAST PERIOD
TABLE 28 SERVICES: CHATBOT MARKET, BY TYPE, 2017–2022 (USD MILLION)
TABLE 29 SERVICES: CHATBOT MARKET, BY TYPE, 2023–2028 (USD MILLION)
6.3.1 MANAGED SERVICES
TABLE 30 MANAGED SERVICES: CHATBOT MARKET, BY REGION, 2017–2022 (USD MILLION)
TABLE 31 MANAGED SERVICES: CHATBOT MARKET, BY REGION, 2023–2028 (USD MILLION)
6.3.2 PROFESSIONAL SERVICES
FIGURE 44 TRAINING AND CONSULTING SERVICES SEGMENT TO REGISTER HIGHER CAGR DURING FORECAST PERIOD
TABLE 32 PROFESSIONAL SERVICES: CHATBOT MARKET, BY TYPE, 2017–2022 (USD MILLION)
TABLE 33 PROFESSIONAL SERVICES: CHATBOT MARKET, BY TYPE, 2023–2028 (USD MILLION)
6.3.2.1 Training and consulting
6.3.2.1.1 Training and consulting services to play vital role in managing operations and technology updates
TABLE 34 TRAINING AND CONSULTING MARKET, BY REGION, 2017–2022 (USD MILLION)
TABLE 35 TRAINING AND CONSULTING MARKET, BY REGION, 2023–2028 (USD MILLION)
6.3.2.2 System integration and implementation
6.3.2.2.1 Rising need to ensure effective system communications led system integration and implementation services to gain traction

TABLE 36 SYSTEM INTEGRATION AND IMPLEMENTATION MARKET, BY REGION, 2017–2022 (USD MILLION)
TABLE 37 SYSTEM INTEGRATION AND IMPLEMENTATION MARKET, BY REGION, 2023–2028 (USD MILLION)
6.3.2.3 Support and maintenance
6.3.2.3.1 Demand for support and maintenance services to increase with rising chatbot deployment
TABLE 38 SUPPORT AND MAINTENANCE MARKET, BY REGION, 2017–2022 (USD MILLION)
TABLE 39 SUPPORT AND MAINTENANCE MARKET, BY REGION, 2023–2028 (USD MILLION)

7 CHATBOT MARKET, BY TYPE

7.1 INTRODUCTION
7.1.1 TYPES: CHATBOT MARKET DRIVERS
FIGURE 45 VOICEBOTS SEGMENT TO GROW AT HIGHEST CAGR DURING FORECAST PERIOD
TABLE 40 CHATBOT MARKET, BY TYPE, 2017–2022 (USD MILLION)
TABLE 41 CHATBOT MARKET, BY TYPE, 2023–2028 (USD MILLION)
7.2 MENU-BASED
7.2.1 STREAMLINES CONVERSATION AND PROVIDES EFFICIENT USER EXPERIENCE
TABLE 42 MENU-BASED: CHATBOT MARKET, BY REGION, 2017–2022 (USD MILLION)
TABLE 43 MENU-BASED: CHATBOT MARKET, BY REGION, 2023–2028 (USD MILLION)
7.3 LINGUISTIC-BASED
7.3.1 ADVANCES IN NLP TECHNOLOGY FOR CHATBOTS TO HELP ACCURATELY INTERPRET NATURAL LANGUAGE
TABLE 44 LINGUISTIC-BASED: CHATBOT MARKET, BY REGION, 2017–2022 (USD MILLION)
TABLE 45 LINGUISTIC-BASED: CHATBOT MARKET, BY REGION, 2023–2028 (USD MILLION)
7.4 KEYWORD RECOGNITION-BASED
7.4.1 PERSONALIZED RESPONSES BASED ON USER DATA TO HELP IMPROVE CUSTOMER SATISFACTION AND LOYALTY
TABLE 46 KEYWORD RECOGNITION-BASED: CHATBOT MARKET, BY REGION, 2017–2022 (USD MILLION)

TABLE 47 KEYWORD RECOGNITION-BASED: CHATBOT MARKET, BY REGION, 2023–2028 (USD MILLION)
7.5 CONTEXTUAL
7.5.1 PROVIDES PERSONALIZED EXPERIENCES TO CUSTOMERS BY UNDERSTANDING PREFERENCES
TABLE 48 CONTEXTUAL: CHATBOT MARKET, BY REGION, 2017–2022 (USD MILLION)
TABLE 49 CONTEXTUAL: CHATBOT MARKET, BY REGION, 2023–2028 (USD MILLION)
7.6 HYBRID
7.6.1 PROVIDES ADVANCED AND PERSONALIZED CHATBOT EXPERIENCES
TABLE 50 HYBRID: CHATBOT MARKET, BY REGION, 2017–2022 (USD MILLION)
TABLE 51 HYBRID: CHATBOT MARKET, BY REGION, 2023–2028 (USD MILLION)
7.7 VOICEBOTS
7.7.1 INCREASING USAGE OF VOICE ASSISTANTS TO BOOST MARKET
TABLE 52 VOICEBOTS: CHATBOT MARKET, BY REGION, 2017–2022 (USD MILLION)
TABLE 53 VOICEBOTS: CHATBOT MARKET, BY REGION, 2023–2028 (USD MILLION)

8 CHATBOT MARKET, BY CHANNEL INTEGRATION

8.1 INTRODUCTION
8.1.1 CHANNEL INTEGRATION: CHATBOT MARKET DRIVERS
FIGURE 46 MESSAGING APPS SEGMENT TO GROW AT HIGHEST CAGR DURING FORECAST PERIOD
TABLE 54 CHATBOT MARKET, BY CHANNEL INTEGRATION, 2017–2022 (USD MILLION)
TABLE 55 CHATBOT MARKET, BY CHANNEL INTEGRATION, 2023–2028 (USD MILLION)
8.2 EMAIL AND WEBSITE
8.2.1 GROWING NEED TO PROVIDE PRODUCT RECOMMENDATIONS TO WEBSITE VISITORS
TABLE 56 EMAIL AND WEBSITE: CHATBOT MARKET, BY REGION, 2017–2022 (USD MILLION)
TABLE 57 EMAIL AND WEBSITE: CHATBOT MARKET, BY REGION, 2023–2028 (USD MILLION)
8.3 MOBILE APPS
8.3.1 RISING NEED FOR PERSONALIZED RECOMMENDATIONS AND

RESPONSES BASED ON USER BEHAVIOR AND PREFERENCES
TABLE 58 MOBILE APPS: CHATBOT MARKET, BY REGION, 2017–2022 (USD MILLION)
TABLE 59 MOBILE APPS: CHATBOT MARKET, BY REGION, 2023–2028 (USD MILLION)
8.4 TELEPHONE/IVR
8.4.1 FACILITATES CONVERSATIONS BETWEEN CUSTOMERS AND BUSINESSES
TABLE 60 TELEPHONE/IVR: CHATBOT MARKET, BY REGION, 2017–2022 (USD MILLION)
TABLE 61 TELEPHONE/IVR: CHATBOT MARKET, BY REGION, 2023–2028 (USD MILLION)
8.5 MESSAGING APPS
8.5.1 PROLIFERATION OF SMARTPHONES OFFERS OPPORTUNITIES FOR CHATBOT SOLUTION DEPLOYMENT
FIGURE 47 ENTERPRISE MESSENGER SEGMENT TO GROW AT HIGHER CAGR DURING FORECAST PERIOD
TABLE 62 CHATBOT MARKET, BY MESSAGING APP, 2017–2022 (USD MILLION)
TABLE 63 CHATBOT MARKET, BY MESSAGING APP, 2023–2028 (USD MILLION)
TABLE 64 MESSAGING APPS: CHATBOT MARKET, BY REGION, 2017–2022 (USD MILLION)
TABLE 65 MESSAGING APPS: CHATBOT MARKET, BY REGION, 2023–2028 (USD MILLION)
8.5.2 SOCIAL MESSENGER
TABLE 66 SOCIAL MESSENGER: CHATBOT MARKET, BY REGION, 2017–2022 (USD MILLION)
TABLE 67 SOCIAL MESSENGER: CHATBOT MARKET, BY REGION, 2023–2028 (USD MILLION)
8.5.3 ENTERPRISE MESSENGER
TABLE 68 ENTERPRISE MESSENGER: CHATBOT MARKET, BY REGION, 2017–2022 (USD MILLION)
TABLE 69 ENTERPRISE MESSENGER: CHATBOT MARKET, BY REGION, 2023–2028 (USD MILLION)

9 CHATBOT MARKET, BY BOT COMMUNICATION

9.1 INTRODUCTION
9.1.1 BOT COMMUNICATION: CHATBOT MARKET DRIVERS
FIGURE 48 AUDIO/VOICE SEGMENT TO WITNESS HIGHEST GROWTH RATE

DURING FORECAST PERIOD
TABLE 70 CHATBOT MARKET, BY BOT COMMUNICATION, 2017–2022 (USD MILLION)
TABLE 71 CHATBOT MARKET, BY BOT COMMUNICATION, 2023–2028 (USD MILLION)
9.2 TEXT
9.2.1 HANDLES MULTIPLE CUSTOMER INTERACTIONS WITH REDUCED WAITING TIME
TABLE 72 TEXT: CHATBOT MARKET, BY REGION, 2017–2022 (USD MILLION)
TABLE 73 TEXT: CHATBOT MARKET, BY REGION, 2023–2028 (USD MILLION)
9.3 AUDIO/VOICE
9.3.1 GROWING NEED FOR MORE PERSONALIZED INTERFACE AND BETTER MARKETING STRATEGIES TO BOOST MARKET
TABLE 74 AUDIO/VOICE: CHATBOT MARKET, BY REGION, 2017–2022 (USD MILLION)
TABLE 75 AUDIO/VOICE: CHATBOT MARKET, BY REGION, 2023–2028 (USD MILLION)
9.4 VIDEO
9.4.1 RISE OF REMOTE WORK AND VIRTUAL EVENTS TO PROPEL ADOPTION OF VIDEO CHATBOTS AMONG ENTERPRISES
TABLE 76 VIDEO: CHATBOT MARKET, BY REGION, 2017–2022 (USD MILLION)
TABLE 77 VIDEO: CHATBOT MARKET, BY REGION, 2023–2028 (USD MILLION)

10 CHATBOT MARKET, BY BUSINESS FUNCTION

10.1 INTRODUCTION
10.1.1 BUSINESS FUNCTIONS: CHATBOT MARKET DRIVERS
FIGURE 49 HR SEGMENT TO REGISTER HIGHEST CAGR DURING FORECAST PERIOD
TABLE 78 CHATBOT MARKET, BY BUSINESS FUNCTION, 2017–2022 (USD MILLION)
TABLE 79 CHATBOT MARKET, BY BUSINESS FUNCTION, 2023–2028 (USD MILLION)
10.2 HUMAN RESOURCES
TABLE 80 HUMAN RESOURCES: CHATBOT MARKET, BY REGION, 2017–2022 (USD MILLION)
TABLE 81 HUMAN RESOURCES: CHATBOT MARKET, BY REGION, 2023–2028 (USD MILLION)
10.2.1 HR APPLICATIONS

+44 20 8123 2220
info@marketpublishers.com

FIGURE 50 RECRUITMENT APPLICATION TO HOLD LARGEST SHARE IN 2023
TABLE 82 CHATBOT MARKET FOR HR, BY APPLICATION, 2017–2022 (USD MILLION)
TABLE 83 CHATBOT MARKET FOR HR, BY APPLICATION, 2023–2028 (USD MILLION)
10.2.2 RECRUITMENT
10.2.2.1 Provides effective onboarding process with real-time feedback analysis
10.2.3 ONBOARDING
10.2.3.1 Collects information from applicants and suggests long-term improvements
10.2.4 SURVEY
10.2.4.1 Provides efficient customer support
10.2.5 QUESTION ANSWERING
10.2.5.1 NLP enables chatbots to respond to users with human-like conversations
10.2.6 OTHER HR APPLICATIONS
10.3 SALES AND MARKETING
TABLE 84 SALES AND MARKETING: CHATBOT MARKET, BY REGION, 2017–2022 (USD MILLION)
TABLE 85 SALES AND MARKETING: CHATBOT MARKET, BY REGION, 2023–2028 (USD MILLION)
10.3.1 SALES AND MARKETING APPLICATIONS
FIGURE 51 CUSTOMER ENGAGEMENT AND RETENTION SEGMENT TO HOLD LARGEST SHARE IN 2023
TABLE 86 CHATBOT MARKET FOR SALES AND MARKETING, BY APPLICATION, 2017–2022 (USD MILLION)
TABLE 87 CHATBOT MARKET FOR SALES AND MARKETING, BY APPLICATION, 2023–2028 (USD MILLION)
10.3.2 CUSTOMER ENGAGEMENT AND RETENTION
10.3.2.1 Provides instant, personalized, and convenient service
10.3.3 BRANDING AND ADVERTISING
10.3.3.1 Provides personalized experiences and targeted messaging to potential customers
10.3.4 CAMPAIGN MANAGEMENT
10.3.4.1 Improves user experience and helps create personalized interaction
10.3.5 PERSONALIZED RECOMMENDATION
10.3.5.1 Collects and analyzes user data in real time
10.3.6 OTHER SALES AND MARKETING APPLICATIONS
10.4 FINANCE AND ACCOUNTING
TABLE 88 FINANCE AND ACCOUNTING: CHATBOT MARKET, BY REGION, 2017–2022 (USD MILLION)

+44 20 8123 2220
info@marketpublishers.com

TABLE 89 FINANCE AND ACCOUNTING: CHATBOT MARKET, BY REGION, 2023–2028 (USD MILLION)
10.4.1 FINANCE AND ACCOUNTING APPLICATIONS
FIGURE 52 CUSTOMER SUPPORT SEGMENT TO HOLD LARGEST SHARE IN 2023
TABLE 90 CHATBOT MARKET FOR FINANCE AND ACCOUNTING, BY APPLICATION, 2017–2022 (USD MILLION)
TABLE 91 CHATBOT MARKET FOR FINANCE AND ACCOUNTING, BY APPLICATION, 2023–2028 (USD MILLION)
10.4.2 CUSTOMER SUPPORT
10.4.2.1 Provides cost-effective, flexible, and scalable chatbot systems
10.4.3 PROCUREMENT MANAGEMENT
10.4.3.1 Reduces costs associated with manual labor and increases efficiency
10.4.4 EXPENSE TRACKING AND REPORTING
10.4.4.1 Provides comprehensive view of financial performance
10.4.5 DATA PRIVACY AND COMPLIANCE
10.4.5.1 Ensures chatbots to be secure, trustworthy, and compliant with legal requirements
10.4.6 OTHER FINANCE AND ACCOUNTING APPLICATIONS
10.5 INFORMATION TECHNOLOGY SERVICE MANAGEMENT
TABLE 92 ITSM: CHATBOT MARKET, BY REGION, 2017–2022 (USD MILLION)
TABLE 93 ITSM: CHATBOT MARKET, BY REGION, 2023–2028 (USD MILLION)
10.5.1 ITSM APPLICATIONS
FIGURE 53 INCIDENT MANAGEMENT SEGMENT TO HOLD LARGEST SHARE IN 2023
TABLE 94 CHATBOT MARKET FOR ITSM, BY APPLICATION, 2017–2022 (USD MILLION)
TABLE 95 CHATBOT MARKET FOR ITSM, BY APPLICATION, 2023–2028 (USD MILLION)
10.5.2 INCIDENT MANAGEMENT
10.5.2.1 Provides regular updates on status and estimated resolution time
10.5.3 COST OPTIMIZATION
10.5.3.1 Eliminates redundancy and reduces software licensing costs
10.5.4 QUERY HANDLING
10.5.4.1 Provides better customer insights
10.5.5 KNOWLEDGE MANAGEMENT
10.5.5.1 Provides personalized responses to users based on history and preferences
10.5.6 OTHER ITSM APPLICATIONS
10.6 OPERATIONS AND SUPPLY CHAIN
TABLE 96 OPERATIONS AND SUPPLY CHAIN: CHATBOT MARKET, BY REGION,

2017–2022 (USD MILLION)
TABLE 97 OPERATIONS AND SUPPLY CHAIN: CHATBOT MARKET, BY REGION, 2023–2028 (USD MILLION)
10.6.1 OPERATIONS AND SUPPLY CHAIN APPLICATIONS
FIGURE 54 WORKFLOW OPTIMIZATION SEGMENT TO HOLD LARGEST SHARE IN 2023
TABLE 98 CHATBOT MARKET FOR OPERATIONS AND SUPPLY CHAIN, BY APPLICATION, 2017–2022 (USD MILLION)
TABLE 99 CHATBOT MARKET FOR OPERATIONS AND SUPPLY CHAIN, BY APPLICATION, 2023–2028 (USD MILLION)
10.6.2 WORKFLOW OPTIMIZATION
10.6.2.1 Offers effective business operations process
10.6.3 SCHEDULING AND ROUTING
10.6.3.1 Rapid growth in chatbots drives business value and enhances efficiency and customer experience
10.6.4 INVENTORY MANAGEMENT
10.6.4.1 Improves efficiency and accuracy of orders
10.6.5 VENDOR ENGAGEMENT
10.6.5.1 Improves efficiency, reduces costs, and streamlines supply chain
10.6.6 OTHER OPERATIONS AND SUPPLY CHAIN APPLICATIONS
10.7 CONTACT CENTERS
TABLE 100 CONTACT CENTERS: CHATBOT MARKET, BY REGION, 2017–2022 (USD MILLION)
TABLE 101 CONTACT CENTERS: CHATBOT MARKET, BY REGION, 2023–2028 (USD MILLION)
10.7.1 CONTACT CENTERS APPLICATIONS
FIGURE 55 AGENT PERFORMANCE MANAGEMENT SEGMENT TO HOLD LARGEST SHARE IN 2023
TABLE 102 CHATBOT MARKET FOR CONTACT CENTERS, BY APPLICATION, 2017–2022 (USD MILLION)
TABLE 103 CHATBOT MARKET FOR CONTACT CENTERS, BY APPLICATION, 2023–2028 (USD MILLION)
10.7.2 AGENT PERFORMANCE MANAGEMENT
10.7.2.1 Improves agent performance and customer satisfaction
10.7.3 AGENT WORKFORCE MANAGEMENT
10.7.3.1 Need to schedule training and assist firms to manage workforce
10.7.4 QUESTION ANSWERING
10.7.4.1 Improves efficiency by providing fast and accurate answers
10.7.5 CUSTOMER SUPPORT AND FEEDBACK

+44 20 8123 2220
info@marketpublishers.com

10.7.5.1 Enhances customer support services and builds stronger customer relationships
10.7.6 OTHER CONTACT CENTER APPLICATIONS

11 CHATBOT MARKET, BY VERTICAL

11.1 INTRODUCTION
11.1.1 VERTICALS: CHATBOT MARKET DRIVERS
FIGURE 56 HEALTHCARE AND LIFE SCIENCES VERTICAL TO REGISTER HIGHEST CAGR DURING FORECAST PERIOD
TABLE 104 CHATBOT MARKET, BY VERTICAL, 2017–2022 (USD MILLION)
TABLE 105 CHATBOT MARKET, BY VERTICAL, 2023–2028 (USD MILLION)
11.2 BANKING, FINANCIAL SERVICES, AND INSURANCE
11.2.1 CHATBOT SOLUTIONS TO HELP REDUCE FRAUD, LEVERAGE INTELLIGENT, CUSTOMER-FOCUSED MARKETING
11.2.2 BANKING, FINANCIAL SERVICES, AND INSURANCE: CHATBOT USE CASES
FIGURE 57 BANKING, FINANCIAL SERVICES, AND INSURANCE: CHATBOT USE CASES
TABLE 106 BFSI: CHATBOT MARKET, BY REGION, 2017–2022 (USD MILLION)
TABLE 107 BFSI: CHATBOT MARKET, BY REGION, 2023–2028 (USD MILLION)
11.3 ENERGY AND UTILITIES
11.3.1 IMPROVES CUSTOMER SERVICE, INCREASES EFFICIENCY, AND REDUCES COSTS
11.3.2 ENERGY AND UTILITIES: CHATBOT USE CASES
FIGURE 58 ENERGY AND UTILITIES: CHATBOT USE CASES
TABLE 108 ENERGY AND UTILITIES: CHATBOT MARKET, BY REGION, 2017–2022 (USD MILLION)
TABLE 109 ENERGY AND UTILITIES: CHATBOT MARKET, BY REGION, 2023–2028 (USD MILLION)
11.4 RETAIL AND ECOMMERCE
11.4.1 CHATBOTS HELP IN RETAINING CUSTOMERS, COLLECTING FEEDBACK, AND DRIVING SALES
11.4.2 RETAIL AND ECOMMERCE: CHATBOT USE CASES
FIGURE 59 RETAIL AND ECOMMERCE: CHATBOT USE CASES
TABLE 110 RETAIL AND ECOMMERCE: CHATBOT MARKET, BY REGION, 2017–2022 (USD MILLION)
TABLE 111 RETAIL AND ECOMMERCE: CHATBOT MARKET, BY REGION, 2023–2028 (USD MILLION)

+44 20 8123 2220
info@marketpublishers.com

11.5 IT AND ITES
11.5.1 PROVIDES MORE PERSONALIZED AND RELEVANT EXPERIENCE FOR CUSTOMERS BY UNDERSTANDING PREFERENCES
11.5.2 IT AND ITES: CHATBOT USE CASES
FIGURE 60 IT AND ITES: CHATBOT USE CASES
TABLE 112 IT AND ITES: CHATBOT MARKET, BY REGION, 2017–2022 (USD MILLION)
TABLE 113 IT AND ITES: CHATBOT MARKET, BY REGION, 2023–2028 (USD MILLION)
11.6 TRAVEL AND HOSPITALITY
11.6.1 GROWING NEED TO PROVIDE ADVANCED AND PERSONALIZED CHATBOT EXPERIENCES
11.6.2 TRAVEL AND HOSPITALITY: CHATBOT USE CASES
FIGURE 61 TRAVEL AND HOSPITALITY: CHATBOT USE CASES
TABLE 114 TRAVEL AND HOSPITALITY: CHATBOT MARKET, BY REGION, 2017–2022 (USD MILLION)
TABLE 115 TRAVEL AND HOSPITALITY: CHATBOT MARKET, BY REGION, 2023–2028 (USD MILLION)
11.7 HEALTHCARE AND LIFE SCIENCES
11.7.1 INCREASING NEED TO IMPROVE ACCURACY OF SYMPTOM COLLECTION AND AILMENT IDENTIFICATION
11.7.2 HEALTHCARE AND LIFE SCIENCES: CHATBOT USE CASES
FIGURE 62 HEALTHCARE AND LIFE SCIENCES: CHATBOT USE CASES
TABLE 116 HEALTHCARE AND LIFE SCIENCES: CHATBOT MARKET, BY REGION, 2017–2022 (USD MILLION)
TABLE 117 HEALTHCARE AND LIFE SCIENCES: CHATBOT MARKET, BY REGION, 2023–2028 (USD MILLION)
11.8 MEDIA AND ENTERTAINMENT
11.8.1 NEED TO IMPROVE AUDIENCE ENGAGEMENT WITH PERSONALIZED USER EXPERIENCE
11.8.2 MEDIA AND ENTERTAINMENT: CHATBOT USE CASES
FIGURE 63 MEDIA AND ENTERTAINMENT: CHATBOT USE CASES
TABLE 118 MEDIA AND ENTERTAINMENT: CHATBOT MARKET, BY REGION, 2017–2022 (USD MILLION)
TABLE 119 MEDIA AND ENTERTAINMENT: CHATBOT MARKET, BY REGION, 2023–2028 (USD MILLION)
11.9 GOVERNMENT AND DEFENSE
11.9.1 GOVERNMENT AGENCIES AND DEFENSE ORGANIZATIONS TO IMPROVE CUSTOMER SERVICE

+44 20 8123 2220
info@marketpublishers.com

11.9.2 GOVERNMENT AND DEFENSE: CHATBOT USE CASES
FIGURE 64 GOVERNMENT AND DEFENSE: CHATBOT USE CASES
TABLE 120 GOVERNMENT AND DEFENSE: CHATBOT MARKET, BY REGION, 2017–2022 (USD MILLION)
TABLE 121 GOVERNMENT AND DEFENSE: CHATBOT MARKET, BY REGION, 2023–2028 (USD MILLION)
11.10 TELECOM
11.10.1 PROVIDES FAST AND EFFICIENT CUSTOMER SERVICES
11.10.2 TELECOM: CHATBOT USE CASES
FIGURE 65 TELECOM: CHATBOT USE CASES
TABLE 122 TELECOM: CHATBOT MARKET, BY REGION, 2017–2022 (USD MILLION)
TABLE 123 TELECOM: CHATBOT MARKET, BY REGION, 2023–2028 (USD MILLION)
11.11 OTHER VERTICALS
11.11.1 OTHER VERTICALS: CHATBOT USE CASES
FIGURE 66 OTHER VERTICALS: CHATBOT USE CASES
TABLE 124 OTHER VERTICALS: CHATBOT MARKET, BY REGION, 2017–2022 (USD MILLION)
TABLE 125 OTHER VERTICALS: CHATBOT MARKET, BY REGION, 2023–2028 (USD MILLION)

12 CHATBOT MARKET, BY REGION

12.1 INTRODUCTION
FIGURE 67 ASIA PACIFIC TO GROW AT HIGHEST CAGR DURING FORECAST PERIOD
FIGURE 68 INDIA TO GROW AT HIGHEST CAGR DURING FORECAST PERIOD
TABLE 126 CHATBOT MARKET, BY REGION, 2017–2022 (USD MILLION)
TABLE 127 CHATBOT MARKET, BY REGION, 2023–2028 (USD MILLION)
12.2 NORTH AMERICA
12.2.1 NORTH AMERICA: CHATBOT MARKET DRIVERS
12.2.2 NORTH AMERICA: RECESSION IMPACT
FIGURE 69 NORTH AMERICA: MARKET SNAPSHOT
TABLE 128 NORTH AMERICA: CHATBOT MARKET, BY OFFERING, 2017–2022 (USD MILLION)
TABLE 129 NORTH AMERICA: CHATBOT MARKET, BY OFFERING, 2023–2028 (USD MILLION)
TABLE 130 NORTH AMERICA: CHATBOT MARKET, BY SOLUTION, 2017–2022 (USD MILLION)
TABLE 131 NORTH AMERICA: CHATBOT MARKET, BY SOLUTION, 2023–2028

(USD MILLION)
TABLE 132 NORTH AMERICA: CHATBOT MARKET, BY CHANNEL INTEGRATION, 2017–2022 (USD MILLION)
TABLE 133 NORTH AMERICA: CHATBOT MARKET, BY CHANNEL INTEGRATION, 2023–2028 (USD MILLION)
TABLE 134 NORTH AMERICA: CHATBOT MARKET, BY MESSAGING APP, 2017–2022 (USD MILLION)
TABLE 135 NORTH AMERICA: CHATBOT MARKET, BY MESSAGING APP, 2023–2028 (USD MILLION)
TABLE 136 NORTH AMERICA: CHATBOT MARKET, BY SERVICE, 2017–2022 (USD MILLION)
TABLE 137 NORTH AMERICA: CHATBOT MARKET, BY SERVICE, 2023–2028 (USD MILLION)
TABLE 138 NORTH AMERICA: CHATBOT MARKET, BY PROFESSIONAL SERVICE, 2017–2022 (USD MILLION)
TABLE 139 NORTH AMERICA: CHATBOT MARKET, BY PROFESSIONAL SERVICE, 2023–2028 (USD MILLION)
TABLE 140 NORTH AMERICA: CHATBOT MARKET, BY BUSINESS FUNCTION, 2017–2022 (USD MILLION)
TABLE 141 NORTH AMERICA: CHATBOT MARKET, BY BUSINESS FUNCTION, 2023–2028 (USD MILLION)
TABLE 142 NORTH AMERICA: CHATBOT MARKET, BY TYPE, 2017–2022 (USD MILLION)
TABLE 143 NORTH AMERICA: CHATBOT MARKET, BY TYPE, 2023–2028 (USD MILLION)
TABLE 144 NORTH AMERICA: CHATBOT MARKET, BY BOT COMMUNICATION, 2017–2022 (USD MILLION)
TABLE 145 NORTH AMERICA: CHATBOT MARKET, BY BOT COMMUNICATION, 2023–2028 (USD MILLION)
TABLE 146 NORTH AMERICA: CHATBOT MARKET, BY VERTICAL, 2017–2022 (USD MILLION)
TABLE 147 NORTH AMERICA: CHATBOT MARKET, BY VERTICAL, 2023–2028 (USD MILLION)
TABLE 148 NORTH AMERICA: CHATBOT MARKET, BY COUNTRY, 2017–2022 (USD MILLION)
TABLE 149 NORTH AMERICA: CHATBOT MARKET, BY COUNTRY, 2023–2028 (USD MILLION)
12.2.3 US
12.2.3.1 Growing application of chatbot across verticals to drive market

+44 20 8123 2220
info@marketpublishers.com

12.2.4 CANADA
12.2.4.1 Rising adoption of cutting-edge technologies to enhance customer services and fuel market growth
12.3 EUROPE
12.3.1 EUROPE: CHATBOT MARKET DRIVERS
12.3.2 EUROPE: RECESSION IMPACT
TABLE 150 EUROPE: CHATBOT MARKET, BY OFFERING, 2017–2022 (USD MILLION)
TABLE 151 EUROPE: CHATBOT MARKET, BY OFFERING, 2023–2028 (USD MILLION)
TABLE 152 EUROPE: CHATBOT MARKET, BY SOLUTION, 2017–2022 (USD MILLION)
TABLE 153 EUROPE: CHATBOT MARKET, BY SOLUTION, 2023–2028 (USD MILLION)
TABLE 154 EUROPE: CHATBOT MARKET, BY CHANNEL INTEGRATION, 2017–2022 (USD MILLION)
TABLE 155 EUROPE: CHATBOT MARKET, BY CHANNEL INTEGRATION, 2023–2028 (USD MILLION)
TABLE 156 EUROPE: CHATBOT MARKET, BY MESSAGING APP, 2017–2022 (USD MILLION)
TABLE 157 EUROPE: CHATBOT MARKET, BY MESSAGING APP, 2023–2028 (USD MILLION)
TABLE 158 EUROPE: CHATBOT MARKET, BY SERVICE, 2017–2022 (USD MILLION)
TABLE 159 EUROPE: CHATBOT MARKET, BY SERVICE, 2023–2028 (USD MILLION)
TABLE 160 EUROPE: CHATBOT MARKET, BY PROFESSIONAL SERVICE, 2017–2022 (USD MILLION)
TABLE 161 EUROPE: CHATBOT MARKET, BY PROFESSIONAL SERVICE, 2023–2028 (USD MILLION)
TABLE 162 EUROPE: CHATBOT MARKET, BY BUSINESS FUNCTION, 2017–2022 (USD MILLION)
TABLE 163 EUROPE: CHATBOT MARKET, BY BUSINESS FUNCTION, 2023–2028 (USD MILLION)
TABLE 164 EUROPE: CHATBOT MARKET, BY TYPE, 2017–2022 (USD MILLION)
TABLE 165 EUROPE: CHATBOT MARKET, BY TYPE, 2023–2028 (USD MILLION)
TABLE 166 EUROPE: CHATBOT MARKET, BY BOT COMMUNICATION, 2017–2022 (USD MILLION)
TABLE 167 EUROPE: CHATBOT MARKET, BY BOT COMMUNICATION, 2023–2028 (USD MILLION)
TABLE 168 EUROPE: CHATBOT MARKET, BY VERTICAL, 2017–2022 (USD

+44 20 8123 2220
info@marketpublishers.com

MILLION)
TABLE 169 EUROPE: CHATBOT MARKET, BY VERTICAL, 2023–2028 (USD MILLION)
TABLE 170 EUROPE: CHATBOT MARKET, BY COUNTRY, 2017–2022 (USD MILLION)
TABLE 171 EUROPE: CHATBOT MARKET, BY COUNTRY, 2023–2028 (USD MILLION)
12.3.3 UK
12.3.3.1 Growing adoption of chatbots in eCommerce and rising number of startups to fuel market growth
12.3.4 GERMANY
12.3.4.1 Growing adoption of cutting-edge digital technologies enables to adopt chatbot solutions in various verticals
12.3.5 FRANCE
12.3.5.1 Rising investments to adopt cutting-edge technologies and initiatives to support startups
12.3.6 ITALY
12.3.6.1 Chatbot solutions fulfill customer requests in personalized way
12.3.7 SPAIN
12.3.7.1 Rapid adoption of emerging technologies to enhance customer experience
12.3.8 REST OF EUROPE
12.3.8.1 Initiatives taken by government and rising application of chatbots across verticals to drive market
12.4 ASIA PACIFIC
12.4.1 ASIA PACIFIC: CHATBOT MARKET DRIVERS
12.4.2 ASIA PACIFIC: RECESSION IMPACT
FIGURE 70 ASIA PACIFIC: MARKET SNAPSHOT
TABLE 172 ASIA PACIFIC: CHATBOT MARKET, BY OFFERING, 2017–2022 (USD MILLION)
TABLE 173 ASIA PACIFIC: CHATBOT MARKET, BY OFFERING, 2023–2028 (USD MILLION)
TABLE 174 ASIA PACIFIC: CHATBOT MARKET, BY SOLUTION, 2017–2022 (USD MILLION)
TABLE 175 ASIA PACIFIC: CHATBOT MARKET, BY SOLUTION, 2023–2028 (USD MILLION)
TABLE 176 ASIA PACIFIC: CHATBOT MARKET, BY CHANNEL INTEGRATION, 2017–2022 (USD MILLION)
TABLE 177 ASIA PACIFIC: CHATBOT MARKET, BY CHANNEL INTEGRATION, 2023–2028 (USD MILLION)

+44 20 8123 2220
info@marketpublishers.com

TABLE 178 ASIA PACIFIC: CHATBOT MARKET, BY MESSAGING APP, 2017–2022 (USD MILLION)
TABLE 179 ASIA PACIFIC: CHATBOT MARKET, BY MESSAGING APP, 2023–2028 (USD MILLION)
TABLE 180 ASIA PACIFIC: CHATBOT MARKET, BY SERVICE, 2017–2022 (USD MILLION)
TABLE 181 ASIA PACIFIC: CHATBOT MARKET, BY SERVICE, 2023–2028 (USD MILLION)
TABLE 182 ASIA PACIFIC: CHATBOT MARKET, BY PROFESSIONAL SERVICE, 2017–2022 (USD MILLION)
TABLE 183 ASIA PACIFIC: CHATBOT MARKET, BY PROFESSIONAL SERVICE, 2023–2028 (USD MILLION)
TABLE 184 ASIA PACIFIC: CHATBOT MARKET, BY BUSINESS FUNCTION, 2017–2022 (USD MILLION)
TABLE 185 ASIA PACIFIC: CHATBOT MARKET, BY BUSINESS FUNCTION, 2023–2028 (USD MILLION)
TABLE 186 ASIA PACIFIC: CHATBOT MARKET, BY TYPE, 2017–2022 (USD MILLION)
TABLE 187 ASIA PACIFIC: CHATBOT MARKET, BY TYPE, 2023–2028 (USD MILLION)
TABLE 188 ASIA PACIFIC: CHATBOT MARKET, BY BOT COMMUNICATION, 2017–2022 (USD MILLION)
TABLE 189 ASIA PACIFIC: CHATBOT MARKET, BY BOT COMMUNICATION, 2023–2028 (USD MILLION)
TABLE 190 ASIA PACIFIC: CHATBOT MARKET, BY VERTICAL, 2017–2022 (USD MILLION)
TABLE 191 ASIA PACIFIC: CHATBOT MARKET, BY VERTICAL, 2023–2028 (USD MILLION)
TABLE 192 ASIA PACIFIC: CHATBOT MARKET, BY COUNTRY, 2017–2022 (USD MILLION)
TABLE 193 ASIA PACIFIC: CHATBOT MARKET, BY COUNTRY, 2023–2028 (USD MILLION)
12.4.3 CHINA
12.4.3.1 Growing chatbot solutions in various verticals to drive market
12.4.4 INDIA
12.4.4.1 Adoption of AI technology to drive market
12.4.5 JAPAN
12.4.5.1 Advancements in technologies and need to prevent data breaches to drive market

+44 20 8123 2220
info@marketpublishers.com

12.4.6 ANZ
12.4.6.1 Rising need to reduce overall operational costs to drive market
12.4.7 SOUTH KOREA
12.4.7.1 Adoption of AI and related technologies to help create favorable environment for market growth
12.4.8 ASEAN
12.4.8.1 Growing data generation to boost demand
12.4.9 REST OF ASIA PACIFIC
12.5 MIDDLE EAST AND AFRICA
12.5.1 MIDDLE EAST AND AFRICA: CHATBOT MARKET DRIVERS
12.5.2 MIDDLE EAST AND AFRICA: RECESSION IMPACT
TABLE 194 MIDDLE EAST AND AFRICA: CHATBOT MARKET, BY OFFERING, 2017–2022 (USD MILLION)
TABLE 195 MIDDLE EAST AND AFRICA: CHATBOT MARKET, BY OFFERING, 2023–2028 (USD MILLION)
TABLE 196 MIDDLE EAST AND AFRICA: CHATBOT MARKET, BY SOLUTION, 2017–2022 (USD MILLION)
TABLE 197 MIDDLE EAST AND AFRICA: CHATBOT MARKET, BY SOLUTION, 2023–2028 (USD MILLION)
TABLE 198 MIDDLE EAST AND AFRICA: CHATBOT MARKET, BY CHANNEL INTEGRATION, 2017–2022 (USD MILLION)
TABLE 199 MIDDLE EAST AND AFRICA: CHATBOT MARKET, BY CHANNEL INTEGRATION, 2023–2028 (USD MILLION)
TABLE 200 MIDDLE EAST AND AFRICA: CHATBOT MARKET, BY MESSAGING APP, 2017–2022 (USD MILLION)
TABLE 201 MIDDLE EAST AND AFRICA: CHATBOT MARKET, BY MESSAGING APP, 2023–2028 (USD MILLION)
TABLE 202 MIDDLE EAST AND AFRICA: CHATBOT MARKET, BY SERVICE, 2017–2022 (USD MILLION)
TABLE 203 MIDDLE EAST AND AFRICA: CHATBOT MARKET, BY SERVICE, 2023–2028 (USD MILLION)
TABLE 204 MIDDLE EAST AND AFRICA: CHATBOT MARKET, BY PROFESSIONAL SERVICE, 2017–2022 (USD MILLION)
TABLE 205 MIDDLE EAST AND AFRICA: CHATBOT MARKET, BY PROFESSIONAL SERVICE, 2023–2028 (USD MILLION)
TABLE 206 MIDDLE EAST AND AFRICA: CHATBOT MARKET, BY BUSINESS FUNCTION, 2017–2022 (USD MILLION)
TABLE 207 MIDDLE EAST AND AFRICA: CHATBOT MARKET, BY BUSINESS FUNCTION, 2023–2028 (USD MILLION)

TABLE 208 MIDDLE EAST AND AFRICA: CHATBOT MARKET, BY TYPE, 2017–2022 (USD MILLION)
TABLE 209 MIDDLE EAST AND AFRICA: CHATBOT MARKET, BY TYPE, 2023–2028 (USD MILLION)
TABLE 210 MIDDLE EAST AND AFRICA: CHATBOT MARKET, BY BOT COMMUNICATION, 2017–2022 (USD MILLION)
TABLE 211 MIDDLE EAST AND AFRICA: CHATBOT MARKET, BY BOT COMMUNICATION, 2023–2028 (USD MILLION)
TABLE 212 MIDDLE EAST AND AFRICA: CHATBOT MARKET, BY VERTICAL, 2017–2022 (USD MILLION)
TABLE 213 MIDDLE EAST AND AFRICA: CHATBOT MARKET, BY VERTICAL, 2023–2028 (USD MILLION)
TABLE 214 MIDDLE EAST AND AFRICA: CHATBOT MARKET, BY COUNTRY, 2017–2022 (USD MILLION)
TABLE 215 MIDDLE EAST AND AFRICA: CHATBOT MARKET, BY COUNTRY, 2023–2028 (USD MILLION)
12.5.3 UNITED ARAB EMIRATES
12.5.3.1 Chatbot solutions to offer customer support services
12.5.4 SAUDI ARABIA
12.5.4.1 Chatbot solutions to improve operational efficiency
12.5.5 SOUTH AFRICA
12.5.5.1 Emphasis on improving customer experience to drive demand for chatbot
12.5.6 ISRAEL
12.5.6.1 Rising need to reduce overall operational costs to drive market
12.5.7 EGYPT
12.5.7.1 Rapid evolution of digital products and services to grow market
12.5.8 REST OF MIDDLE EAST AND AFRICA
12.6 LATIN AMERICA
12.6.1 LATIN AMERICA: CHATBOT MARKET DRIVERS
12.6.2 LATIN AMERICA: RECESSION IMPACT
TABLE 216 LATIN AMERICA: CHATBOT MARKET, BY OFFERING, 2017–2022 (USD MILLION)
TABLE 217 LATIN AMERICA: CHATBOT MARKET, BY OFFERING, 2023–2028 (USD MILLION)
TABLE 218 LATIN AMERICA: CHATBOT MARKET, BY SOLUTION, 2017–2022 (USD MILLION)
TABLE 219 LATIN AMERICA: CHATBOT MARKET, BY SOLUTION, 2023–2028 (USD MILLION)
TABLE 220 LATIN AMERICA: CHATBOT MARKET, BY CHANNEL INTEGRATION,

+44 20 8123 2220
info@marketpublishers.com

2017–2022 (USD MILLION)
TABLE 221 LATIN AMERICA: CHATBOT MARKET, BY CHANNEL INTEGRATION, 2023–2028 (USD MILLION)
TABLE 222 LATIN AMERICA: CHATBOT MARKET, BY MESSAGING APP, 2017–2022 (USD MILLION)
TABLE 223 LATIN AMERICA: CHATBOT MARKET, BY MESSAGING APP, 2023–2028 (USD MILLION)
TABLE 224 LATIN AMERICA: CHATBOT MARKET, BY SERVICE, 2017–2022 (USD MILLION)
TABLE 225 LATIN AMERICA: CHATBOT MARKET, BY SERVICE, 2023–2028 (USD MILLION)
TABLE 226 LATIN AMERICA: CHATBOT MARKET, BY PROFESSIONAL SERVICE, 2017–2022 (USD MILLION)
TABLE 227 LATIN AMERICA: CHATBOT MARKET, BY PROFESSIONAL SERVICE, 2023–2028 (USD MILLION)
TABLE 228 LATIN AMERICA: CHATBOT MARKET, BY BUSINESS FUNCTION, 2017–2022 (USD MILLION)
TABLE 229 LATIN AMERICA: CHATBOT MARKET, BY BUSINESS FUNCTION, 2023–2028 (USD MILLION)
TABLE 230 LATIN AMERICA: CHATBOT MARKET, BY TYPE, 2017–2022 (USD MILLION)
TABLE 231 LATIN AMERICA: CHATBOT MARKET, BY TYPE, 2023–2028 (USD MILLION)
TABLE 232 LATIN AMERICA: CHATBOT MARKET, BY BOT COMMUNICATION, 2017–2022 (USD MILLION)
TABLE 233 LATIN AMERICA: CHATBOT MARKET, BY BOT COMMUNICATION, 2023–2028 (USD MILLION)
TABLE 234 LATIN AMERICA: CHATBOT MARKET, BY VERTICAL, 2017–2022 (USD MILLION)
TABLE 235 LATIN AMERICA: CHATBOT MARKET, BY VERTICAL, 2023–2028 (USD MILLION)
TABLE 236 LATIN AMERICA: CHATBOT MARKET, BY COUNTRY, 2017–2022 (USD MILLION)
TABLE 237 LATIN AMERICA: CHATBOT MARKET, BY COUNTRY, 2023–2028 (USD MILLION)
12.6.3 BRAZIL
12.6.3.1 Focuses on technologies and applications to grow market
12.6.4 MEXICO
12.6.4.1 Demand for AI-based technologies to drive growth

12.6.5 ARGENTINA
12.6.5.1 Rising chatbot startups for better customer experience to spur market growth
12.6.6 REST OF LATIN AMERICA

13 COMPETITIVE LANDSCAPE

13.1 OVERVIEW
13.2 KEY PLAYER STRATEGIES
TABLE 238 OVERVIEW OF STRATEGIES ADOPTED BY KEY CHATBOT VENDORS
13.3 REVENUE ANALYSIS
13.3.1 HISTORICAL REVENUE ANALYSIS
FIGURE 71 HISTORICAL REVENUE ANALYSIS OF TOP PLAYERS, 2020–2022 (USD MILLION)
13.4 MARKET SHARE ANALYSIS
FIGURE 72 MARKET SHARE ANALYSIS FOR KEY COMPANIES, 2022
TABLE 239 CHATBOT MARKET: DEGREE OF COMPETITION
13.5 COMPANY EVALUATION QUADRANT
13.5.1 STARS
13.5.2 EMERGING LEADERS
13.5.3 PERVASIVE PLAYERS
13.5.4 PARTICIPANTS
FIGURE 73 KEY CHATBOT MARKET PLAYERS, COMPANY EVALUATION QUADRANT, 2022
13.5.5 COMPETITIVE BENCHMARKING
TABLE 240 CHATBOT MARKET: PRODUCT FOOTPRINT ANALYSIS OF KEY PLAYERS, 2022
TABLE 241 CHATBOT MARKET: PRODUCT FOOTPRINT ANALYSIS OF OTHER KEY PLAYERS, 2022
13.6 STARTUP/SME EVALUATION QUADRANT
13.6.1 PROGRESSIVE COMPANIES
13.6.2 RESPONSIVE COMPANIES
13.6.3 DYNAMIC COMPANIES
13.6.4 STARTING BLOCKS
FIGURE 74 STARTUPS/SMES CHATBOT PLAYERS, COMPANY EVALUATION QUADRANT, 2022
13.6.5 STARTUPS/SMES COMPETITIVE BENCHMARKING
TABLE 242 CHATBOT MARKET: DETAILED LIST OF KEY STARTUPS/SMES
TABLE 243 CHATBOT MARKET: PRODUCT FOOTPRINT ANALYSIS OF STARTUPS/SMES PLAYERS, 2023

+44 20 8123 2220
info@marketpublishers.com

13.7 COMPETITIVE SCENARIO AND TRENDS
13.7.1 PRODUCT LAUNCHES
TABLE 244 SERVICE/PRODUCT LAUNCHES, 2020–2023
13.7.2 DEALS
TABLE 245 DEALS, 2020–2023
13.8 CHATBOT MARKET PRODUCT LANDSCAPE
TABLE 246 COMPARATIVE ANALYSIS OF TRENDING CHATBOT PRODUCTS
13.8.1 IBM WATSON ASSISTANT
13.8.2 AMAZON LEX
13.8.3 GOOGLE DIALOGFLOW
13.8.4 BLENDERBOT 3
13.8.5 OPENAI GPT-4
13.8.6 MICROSOFT BOT FRAMEWORK

14 COMPANY PROFILES

14.1 INTRODUCTION
14.2 KEY PLAYERS
(Business Overview, Products offered, Recent Developments, MnM View)*
14.2.1 MICROSOFT
TABLE 247 MICROSOFT: BUSINESS OVERVIEW
FIGURE 75 MICROSOFT: COMPANY SNAPSHOT
TABLE 248 MICROSOFT: PRODUCTS OFFERED
TABLE 249 MICROSOFT: PRODUCT LAUNCHES
TABLE 250 MICROSOFT: DEALS
14.2.2 IBM
TABLE 251 IBM: BUSINESS OVERVIEW
FIGURE 76 IBM: COMPANY SNAPSHOT
TABLE 252 IBM: PRODUCTS OFFERED
TABLE 253 IBM: PRODUCT LAUNCHES
TABLE 254 IBM: DEALS
14.2.3 GOOGLE
TABLE 255 GOOGLE: BUSINESS OVERVIEW
FIGURE 77 GOOGLE: COMPANY SNAPSHOT
TABLE 256 GOOGLE: PRODUCTS OFFERED
TABLE 257 GOOGLE: PRODUCT LAUNCHES AND ENHANCEMENTS
14.2.4 AWS
TABLE 258 AWS: BUSINESS OVERVIEW
FIGURE 78 AWS: COMPANY SNAPSHOT

+44 20 8123 2220
info@marketpublishers.com

TABLE 259 AWS: PRODUCTS OFFERED
TABLE 260 AWS: PRODUCT LAUNCHES AND ENHANCEMENTS
TABLE 261 AWS: DEALS
14.2.5 BAIDU
TABLE 262 BAIDU: BUSINESS OVERVIEW
FIGURE 79 BAIDU: COMPANY SNAPSHOT
TABLE 263 BAIDU: PRODUCTS OFFERED
TABLE 264 BAIDU: PRODUCT LAUNCHES
TABLE 265 BAIDU: DEALS
14.2.6 OPENAI
TABLE 266 OPENAI: BUSINESS OVERVIEW
TABLE 267 OPENAI: PRODUCTS OFFERED
TABLE 268 OPENAI: PRODUCT LAUNCHES
TABLE 269 OPENAI: DEALS
14.2.7 SALESFORCE
TABLE 270 SALESFORCE: BUSINESS OVERVIEW
FIGURE 80 SALESFORCE: COMPANY SNAPSHOT
TABLE 271 SALESFORCE: PRODUCTS OFFERED
TABLE 272 SALESFORCE: DEALS
14.2.8 META
TABLE 273 META: BUSINESS OVERVIEW
FIGURE 81 META: COMPANY SNAPSHOT
TABLE 274 META: PRODUCTS OFFERED
TABLE 275 META: PRODUCT LAUNCHES AND ENHANCEMENTS
TABLE 276 META: DEALS
14.2.9 ARTIFICIAL SOLUTIONS
TABLE 277 ARTIFICIAL SOLUTIONS: BUSINESS OVERVIEW
FIGURE 82 ARTIFICIAL SOLUTIONS: COMPANY SNAPSHOT
TABLE 278 ARTIFICIAL SOLUTIONS: PRODUCTS OFFERED
TABLE 279 ARTIFICIAL SOLUTIONS: PRODUCT LAUNCHES AND ENHANCEMENTS
TABLE 280 ARTIFICIAL SOLUTIONS: DEALS
TABLE 281 ARTIFICIAL SOLUTIONS: OTHERS
14.2.10 ORACLE
TABLE 282 ORACLE: BUSINESS OVERVIEW
FIGURE 83 ORACLE: COMPANY SNAPSHOT
TABLE 283 ORACLE: PRODUCTS OFFERED
TABLE 284 ORACLE: PRODUCT LAUNCHES
TABLE 285 ORACLE: DEALS

+44 20 8123 2220
info@marketpublishers.com

14.2.11 SAP
TABLE 286 SAP: BUSINESS OVERVIEW
FIGURE 84 SAP: COMPANY SNAPSHOT
TABLE 287 SAP: PRODUCTS OFFERED
TABLE 288 SAP: DEALS
14.2.12 SERVICENOW
TABLE 289 SERVICENOW: BUSINESS OVERVIEW
FIGURE 85 SERVICENOW: COMPANY SNAPSHOT
TABLE 290 SERVICENOW: PRODUCTS OFFERED
TABLE 291 SERVICENOW: PRODUCT LAUNCHES AND ENHANCEMENTS
TABLE 292 SERVICENOW: DEALS
14.3 OTHER KEY PLAYERS
14.3.1 AVAAMO
14.3.2 CONVERSICA
14.3.3 HAPTIK
14.3.4 INBENTA
14.3.5 CREATIVE VIRTUAL
14.3.6 KORE.AI
14.3.7 [24]7.AI
14.3.8 AIVO
14.3.9 PERSONETICS
14.3.10 LIVEPERSON
14.3.11 GUPSHUP
14.3.12 FRESHWORKS
14.3.13 SOLVVY
14.3.14 PANDORABOTS
14.3.15 INTERCOM
*Details on Business Overview, Products offered, Recent Developments, MnM View might not be captured in case of unlisted companies.
14.4 STARTUP/SME PLAYERS
14.4.1 ENGATI
14.4.2 BOTSIFY
14.4.3 YELLOW.AI
14.4.4 DRIFT
14.4.5 CHATFUEL
14.4.6 LANDBOT.IO
14.4.7 CUSTOMERS.AI
14.4.8 BOTSCREW
14.4.9 RASA

+44 20 8123 2220
info@marketpublishers.com

15 ADJACENT AND RELATED MARKETS

15.1 INTRODUCTION
15.2 NLP MARKET - GLOBAL FORECAST TO 2027
15.2.1 MARKET DEFINITION
15.2.2 MARKET OVERVIEW
15.2.2.1 NLP market, by component
TABLE 293 NATURAL LANGUAGE PROCESSING MARKET, BY COMPONENT, 2016–2021 (USD MILLION)
TABLE 294 NATURAL LANGUAGE PROCESSING MARKET, BY COMPONENT, 2022–2027 (USD MILLION)
15.2.2.2 NLP market, by type
TABLE 295 NATURAL LANGUAGE PROCESSING MARKET, BY TYPE, 2016–2021 (USD MILLION)
TABLE 296 NATURAL LANGUAGE PROCESSING MARKET, BY TYPE, 2022–2027 (USD MILLION)
15.2.2.3 NLP market, by deployment mode
TABLE 297 NATURAL LANGUAGE PROCESSING MARKET, BY DEPLOYMENT MODE, 2016–2021 (USD MILLION)
TABLE 298 NATURAL LANGUAGE PROCESSING MARKET, BY DEPLOYMENT MODE, 2022–2027 (USD MILLION)
15.2.2.4 NLP market, by organization size
TABLE 299 NATURAL LANGUAGE PROCESSING MARKET, BY ORGANIZATION SIZE, 2016–2021 (USD MILLION)
TABLE 300 NATURAL LANGUAGE PROCESSING MARKET, BY ORGANIZATION SIZE, 2022–2027 (USD MILLION)
15.2.2.5 NLP market, by application
TABLE 301 NATURAL LANGUAGE PROCESSING MARKET, BY APPLICATION, 2016–2021 (USD MILLION)
TABLE 302 NATURAL LANGUAGE PROCESSING MARKET, BY APPLICATION, 2022–2027 (USD MILLION)
15.2.2.6 NLP market, by technology
TABLE 303 NATURAL LANGUAGE PROCESSING MARKET, BY TECHNOLOGY, 2016–2021 (USD MILLION)
TABLE 304 NATURAL LANGUAGE PROCESSING MARKET, BY TECHNOLOGY, 2022–2027 (USD MILLION)
15.2.2.7 NLP market, by vertical
TABLE 305 NATURAL LANGUAGE PROCESSING MARKET, BY VERTICAL,

2016–2021 (USD MILLION)
TABLE 306 NATURAL LANGUAGE PROCESSING MARKET, BY VERTICAL, 2022–2027 (USD MILLION)
15.2.2.8 NLP market, by region
TABLE 307 NATURAL LANGUAGE PROCESSING MARKET, BY REGION, 2016–2021 (USD MILLION)
TABLE 308 NATURAL LANGUAGE PROCESSING MARKET, BY REGION, 2022–2027 (USD MILLION)
15.3 SPEECH ANALYTICS MARKET - GLOBAL FORECAST TO 2027
15.3.1 MARKET DEFINITION
15.3.2 MARKET OVERVIEW
15.3.3 SPEECH ANALYTICS MARKET, BY COMPONENT
TABLE 309 SPEECH ANALYTICS MARKET, BY COMPONENT, 2017–2021 (USD MILLION)
TABLE 310 SPEECH ANALYTICS MARKET, BY COMPONENT, 2022–2027 (USD MILLION)
15.3.4 SPEECH ANALYTICS MARKET, BY BUSINESS FUNCTION
TABLE 311 SPEECH ANALYTICS MARKET, BY BUSINESS FUNCTION, 2017–2021 (USD MILLION)
TABLE 312 SPEECH ANALYTICS MARKET, BY BUSINESS FUNCTION, 2022–2027 (USD MILLION)
15.3.5 SPEECH ANALYTICS MARKET, BY ORGANIZATION SIZE
TABLE 313 SPEECH ANALYTICS MARKET, BY ORGANIZATION SIZE, 2017–2021 (USD MILLION)
TABLE 314 SPEECH ANALYTICS MARKET, BY ORGANIZATION SIZE, 2022–2027 (USD MILLION)
15.3.6 SPEECH ANALYTICS MARKET, BY DEPLOYMENT MODE
TABLE 315 SPEECH ANALYTICS MARKET, BY DEPLOYMENT MODE, 2017–2021 (USD MILLION)
TABLE 316 SPEECH ANALYTICS MARKET, BY DEPLOYMENT MODE, 2022–2027 (USD MILLION)
15.3.7 SPEECH ANALYTICS MARKET, BY APPLICATION
TABLE 317 SPEECH ANALYTICS MARKET, BY APPLICATION, 2017–2021 (USD MILLION)
TABLE 318 SPEECH ANALYTICS MARKET, BY APPLICATION, 2022–2027 (USD MILLION)
15.3.8 SPEECH ANALYTICS MARKET, BY VERTICAL
TABLE 319 SPEECH ANALYTICS MARKET, BY VERTICAL, 2017–2021 (USD MILLION)

+44 20 8123 2220
info@marketpublishers.com

TABLE 320 SPEECH ANALYTICS MARKET, BY VERTICAL, 2022–2027 (USD MILLION)
15.3.9 SPEECH ANALYTICS MARKET, BY REGION
TABLE 321 SPEECH ANALYTICS MARKET, BY REGION, 2017–2021 (USD MILLION)
TABLE 322 SPEECH ANALYTICS MARKET, BY REGION, 2022–2027 (USD MILLION)

16 APPENDIX

16.1 DISCUSSION GUIDE
16.2 KNOWLEDGESTORE: MARKETSANDMARKETS’ SUBSCRIPTION PORTAL
16.3 CUSTOMIZATION OPTIONS
16.4 RELATED REPORTS
16.5 AUTHOR DETAILS

+44 20 8123 2220
info@marketpublishers.com

I would like to order

Product name: Chatbot Market by Offering, Bot Communication (Text, Audio, & Video), Type, Business Function (Sales & Marketing, Contact Centers), Channel Integration, Vertical (Retail & eCommerce, Healthcare & Life Sciences) and Region - Global Forecast to 2028

Product link: https://marketpublishers.com/r/C33BFC962FEEN.html

Price: US$ 4,950.00 (Single User License / Electronic Delivery)

If you want to order Corporate License or Hard Copy, please, contact our Customer Service:
info@marketpublishers.com

Payment

To pay by Credit Card (Visa, MasterCard, American Express, PayPal), please, click button on product page https://marketpublishers.com/r/C33BFC962FEEN.html

To pay by Wire Transfer, please, fill in your contact details in the form below:

First name:
Last name:
Email:
Company:
Address:
City:
Zip code:
Country:
Tel:
Fax:
Your message:

**All fields are required

Custumer signature _____

Please, note that by ordering from marketpublishers.com you are agreeing to our Terms & Conditions at https://marketpublishers.com/docs/terms.html

To place an order via fax simply print this form, fill in the information below

+44 20 8123 2220
info@marketpublishers.com

and fax the completed form to +44 20 7900 3970