

AI Contact Center (AICC) Market, Global Outlook and Forecast 2022-2028

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Abstracts

An AI contact center (AICC) uses modern artificial intelligence technologies to provide more personalized or natural communication with customers through an improved human-computer interface (HCI) and/or continuously improving internal processes based on success metrics from historical data rather than by reprogramming. The contact center provides an integrated interface for all supported communication channels between the enterprise—represented by human and/or software agents (bots)—and its customers.

This report contains market size and forecasts of AI Contact Center (AICC) in Global, including the following market information:

Global AI Contact Center (AICC) Market Revenue, 2017-2022, 2023-2028, (\$ millions)

Global top five companies in 2021 (%)

The global AI Contact Center (AICC) market was valued at million in 2021 and is projected to reach US\$ million by 2028, at a CAGR of % during the forecast period.

The U.S. Market is Estimated at \$ Million in 2021, While China is Forecast to Reach \$ Million by 2028.

ChatBot Segment to Reach \$ Million by 2028, with a % CAGR in next six years.

The global key manufacturers of AI Contact Center (AICC) include Amazon Web Services Inc., Artificial Solutions International AB, Avaya Inc., Google Inc., IBM Corporation, Microsoft Corporation, Nuance Communications, Inc., Oracle Corporation

and SAP SE and etc. In 2021, the global top five players have a share approximately % in terms of revenue.

MARKET MONITOR GLOBAL, INC (MMG) has surveyed the AI Contact Center (AICC) companies, and industry experts on this industry, involving the revenue, demand, product type, recent developments and plans, industry trends, drivers, challenges, obstacles, and potential risks.

Total Market by Segment:

Global AI Contact Center (AICC) Market, by Type, 2017-2022, 2023-2028 (\$ millions)

Global AI Contact Center (AICC) Market Segment Percentages, by Type, 2021 (%)

ChatBot

Intelligent Virtual Assistant (IVA)

Intelligent Interactive Voice Response (IVR) System

Global AI Contact Center (AICC) Market, by Application, 2017-2022, 2023-2028 (\$ millions)

Global AI Contact Center (AICC) Market Segment Percentages, by Application, 2021 (%)

BFSI

Consumer Goods & Retail

Government

Healthcare

IT & Telecom

Travel & Hospitality

Others

Global AI Contact Center (AICC) Market, By Region and Country, 2017-2022,
2023-2028 (\$ Millions)

Global AI Contact Center (AICC) Market Segment Percentages, By Region and
Country, 2021 (%)

North America

US

Canada

Mexico

Europe

Germany

France

U.K.

Italy

Russia

Nordic Countries

Benelux

Rest of Europe

Asia

China

Japan

South Korea

Southeast Asia

India

Rest of Asia

South America

Brazil

Argentina

Rest of South America

Middle East & Africa

Turkey

Israel

Saudi Arabia

UAE

Rest of Middle East & Africa

Competitor Analysis

The report also provides analysis of leading market participants including:

Key companies AI Contact Center (AICC) revenues in global market, 2017-2022
(estimated), (\$ millions)

Key companies AI Contact Center (AICC) revenues share in global market, 2021 (%)

Further, the report presents profiles of competitors in the market, key players include:

Amazon Web Services Inc.

Artificial Solutions International AB

Avaya Inc.

Google Inc.

IBM Corporation

Microsoft Corporation

Nuance Communications, Inc.

Oracle Corporation

SAP SE

Zendesk, Inc.

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