

Call Center AI Market - Global Outlook and Forecast 2022-2028

<https://marketpublishers.com/r/C2799F851333EN.html>

Date: February 2022

Pages: 116

Price: US\$ 3,250.00 (Single User License)

ID: C2799F851333EN

Abstracts

This report contains market size and forecasts of Call Center AI in Global, including the following market information:

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

Global top five companies in 2021 (%)

The global Call Center AI market was valued at 996.2 million in 2021 and is projected to reach US\$ 2236.8 million by 2028, at a CAGR of 12.2% during the forecast period.

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

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

The global key manufacturers of Call Center AI include IBM (US), Google (US), Microsoft (US), Oracle (US), SAP (Germany), AWS (US), Nuance Communications (US), Avaya (US) and Haptik (India), etc. In 2021, the global top five players have a share approximately % in terms of revenue.

MARKET MONITOR GLOBAL, INC (MMG) has surveyed the Call Center AI 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 Call Center AI Market, by Type, 2017-2022, 2023-2028 (\$ millions)

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

Cloud-Based

On-Premise

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

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

BFSI

Retail and E-commerce

Telecommunications

Health Care

Media and Entertainment

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

Global Call Center AI 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 Call Center AI revenues in global market, 2017-2022 (estimated), (\$ millions)

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

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

IBM (US)

Google (US)

Microsoft (US)

Oracle (US)

SAP (Germany)

AWS (US)

Nuance Communications (US)

Avaya (US)

Haptik (India)

Artificial Solutions (Spain)

Zendesk (US)

Conversica (US)

Rulai (US)

Inbenta Technologies (US)

Kore.ai (US)

EdgeVerve Systems (Infosys) (India)

Pypestream (US)

Avaamo (US)

Talkdesk (US)

NICE inContact (US)

Creative Virtual (UK)

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