

Contact Center AI Software Market, Global Outlook and Forecast 2022-2028

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Abstracts

Contact center software allows companies to manage a high volume of inbound and outbound customer communications across a range of channels. This includes call center solutions, which focus on managing and handling incoming calls based on the number called and an associated database of handling instructions. Contact Centers, and related call centers, are typically part of a company's overall customer relationship management (CRM) processes and strategy. Many products offer the ability to track and store individual caller data. As such, previous call histories can be accessed by the agent each time a customer calls. This can reduce call average handle time (AHT) and time spent manually entering customer data. Contact Center software is ideal for small, midsize, and large contact centers. It is used in a wide variety of industries. Many Contact Center products are now omni-channel, or multi-channel. These products are typically cloud-based and have expanded their capabilities beyond traditional call center activity. Omni-channel software has the capabilities to handle and integrate customer communications across all potential touchpoints and channels. These can include voice, VoIP, email, fax, video chat, SMS/text, and social media platforms.

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

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

Global top five companies in 2021 (%)

The global Contact Center AI Software 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.

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

The global key manufacturers of Contact Center AI Software include Oracle Corporation, SAP SE, Alcatel-Lucent Enterprise, Avaya, Mitel, Nextiva, VoIP Logic, Asterisk and Elastix, etc. In 2021, the global top five players have a share approximately % in terms of revenue.

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

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

Cloud-Based Type

On-Premise Type

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

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

Banking, Financial Services, and Insurance (BFSI)

Retail and Consumer Goods

IT and Telecom

Healthcare

Travel and Hospitality

Government

Media and Entertainment

Others

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

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

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

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

Oracle Corporation

SAP SE

Alcatel-Lucent Enterprise

Avaya

Mitel

Nextiva

VoIP Logic

Asterisk

Elastix

NEC

RingCentral

Five9

NICE in Contact

Aspect

8x8

Inteliwise

Cisco Systems

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