

Conversational Customer Engagement Software Market, Global Outlook and Forecast 2022-2028

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Abstracts

Conversational customer engagement software is an alternative approach to ticket-based customer service, using the customer and not the incident as the center of action. These solutions facilitate omnichannel customer service that recognizes individuals with an identity and a history, allowing customers to interact with and be identified by the software using any channel at any time. Conversational customer engagement software leverages automatic customer lookup and routing combined with skills-based agent matching to reduce or eliminate the awkward and repetitive nature of customer service calls.

This report contains market size and forecasts of Conversational Customer Engagement Software in Global, including the following market information:

Global Conversational Customer Engagement Software Market Revenue, 2017-2022, 2023-2028, (\$ millions)

Global top five companies in 2021 (%)

The global Conversational Customer Engagement 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 Segment to Reach \$ Million by 2028, with a % CAGR in next six years.

The global key manufacturers of Conversational Customer Engagement Software include Intercom, Drift, Freshdesk, Dixa, Kustomer, HubSpot, Crisp Software, Avaya and Gladly, etc. In 2021, the global top five players have a share approximately % in terms of revenue.

MARKET MONITOR GLOBAL, INC (MMG) has surveyed the Conversational Customer Engagement 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 Conversational Customer Engagement Software Market, by Type, 2017-2022, 2023-2028 (\$ millions)

Global Conversational Customer Engagement Software Market Segment Percentages, by Type, 2021 (%)

Cloud-based

Web-based

Global Conversational Customer Engagement Software Market, by Application, 2017-2022, 2023-2028 (\$ millions)

Global Conversational Customer Engagement Software Market Segment Percentages, by Application, 2021 (%)

Large Enterprises

SMEs

Global Conversational Customer Engagement Software Market, By Region and Country, 2017-2022, 2023-2028 (\$ Millions)

Global Conversational Customer Engagement 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 Conversational Customer Engagement Software revenues in global market, 2017-2022 (estimated), (\$ millions)

Key companies Conversational Customer Engagement Software revenues share in global market, 2021 (%)

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

Intercom

Drift

Freshdesk

Dixa

Kustomer

HubSpot

Crisp Software

Avaya

Gladly

Sonar

RingCentral

ContactEngine

Quiq

Radiance Labs

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