

# Customer Service Chatbot Market, Global Outlook and Forecast 2022-2028

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## Abstracts

A customer service chatbot uses artificial intelligence (AI), machine learning, and natural language understanding (NLU) to mimic human speech. Businesses have been steadily adopting chatbots and incorporating them into their service models to answer customer questions and automate routine tasks.

This report contains market size and forecasts of Customer Service Chatbot in Global, including the following market information:

Global Customer Service Chatbot Market Revenue, 2017-2022, 2023-2028, (\$ millions)

Global top five companies in 2021 (%)

The global Customer Service Chatbot market was valued at million in 2021 and is projected to reach US\$ million by 2028, at a CAGR of % during the forecast period 2022-2028.

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

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

The global key manufacturers of Customer Service Chatbot include Watson Assistant (IBM), MobileMonkey, Freshdesk, Oracle, Genesys, AWS, ItsAlive, Amelia and Xpresso.ai, etc. In 2021, the global top five players have a share approximately % in terms of revenue.

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

Global Customer Service Chatbot Market Segment Percentages, by Type, 2021 (%)

Text Chatbot

Voice Chatbot

Global Customer Service Chatbot Market, by Application, 2017-2022, 2023-2028 (\$ millions)

Global Customer Service Chatbot Market Segment Percentages, by Application, 2021 (%)

Corporate Website

Online Store

Other

Global Customer Service Chatbot Market, By Region and Country, 2017-2022, 2023-2028 (\$ Millions)

Global Customer Service Chatbot 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 Customer Service Chatbot revenues in global market, 2017-2022 (estimated), (\$ millions)

Key companies Customer Service Chatbot revenues share in global market, 2021 (%)

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

Watson Assistant (IBM)

MobileMonkey

Freshdesk

Oracle

Genesys

AWS

ItsAlive

Amelia

Xpresso.ai

Reply.ai

Nuance

AgentBot

Botsify

Bold 360

Acquire.io

SnapEngage

WP-Chatbot

DialogFlow

Conversable

Pandorabots

ChattyPeople

ActiveChat

Xenioo

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