

Social Customer Service Software Market, Global Outlook and Forecast 2022-2028

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Abstracts

Social customer service software allows companies to reach out to customers and users via social media outlets. Social customer service solutions collect and organize mentions on such social media platforms as Twitter and Facebook, among others, and create tickets for support agents to best respond to mentions and provide proper service.

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

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

Global top five companies in 2021 (%)

The global Social Customer Service 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.

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

The global key manufacturers of Social Customer Service Software include Zendesk, Salesforce.com, Zoho Corporation, Quality Unit, Sprinklr, CX Social, Conversocial, Lithium Technologies and Cisco Systems, etc. In 2021, the global top five players have a share approximately % in terms of revenue.

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

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

On-Premises

Cloud Based

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

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

Large Enterprised

SMEs

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

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

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

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

Zendesk

Salesforce.com

Zoho Corporation

Quality Unit

Sprinklr

CX Social

Conversocial

Lithium Technologies

Cisco Systems

Sparkcentral

Oracle

Brand Embassy

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