

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

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Abstracts

Social customer service is the practice of proactively listening for and responding to support issues on social channels.

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

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

Global top five companies in 2021 (%)

The global Social Media 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-Premise Segment to Reach \$ Million by 2028, with a % CAGR in next six years.

The global key manufacturers of Social Media Customer Service Software include Brand Embassy, Brand24, Conversocial, Coosto, Copiny, Desk.com Inc, Deskero, eGain and Engage, 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 Media 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 Media Customer Service Software Market, by Type, 2017-2022, 2023-2028 (\$ millions)

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

On-Premise

Cloud-Based

SaaS

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

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

SME (Small and Medium Enterprises)

Large Enterprise

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

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

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

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

Brand Embassy

Brand24

Conversocial

Coosto

Copiny

Desk.com Inc

Deskero

eGain

Engage

Freshdesk

Hootsuite

inSided

Interactions

Khoros Care

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Figure 58. Sprinklr Social Media Customer Service Software Revenue Year Over Year Growth (US\$, Mn) & (2017-2022)

Figure 59. Sprout Social Social Media Customer Service Software Revenue Year Over

Year Growth (US\$, Mn) & (2017-2022)

Figure 60. ThoughtBuzz Social Media Customer Service Software Revenue Year Over Year Growth (US\$, Mn) & (2017-2022)

Figure 61. Zoho Social Media Customer Service Software Revenue Year Over Year Growth (US\$, Mn) & (2017-2022)

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