

# Virtual Customer Assistants Software Market, Global Outlook and Forecast 2022-2028

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## Abstracts

A virtual customer assistant (VCA) is a business application that simulates a conversation in order to deliver information and, if advanced, takes action on behalf of the customer to perform transactions. Engagement with a VCA is possible via the web, SMS, consumer messaging apps, mobile apps, peer-to-peer communities, kiosks and other web-based or mobile interfaces, and the engagement is text-based. In addition, a VCA can support speech- and text-based engagement in situations where voice processing is enabled. The VCA relies on knowledge repositories and NLP technologies. In some service scenarios, the combination of speech technology and the VCA provides a strong customer service proposition

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

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

Global top five companies in 2021 (%)

The global Virtual Customer Assistants 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 Virtual Customer Assistants Software include EGain, Interactions, Creative Virtual, Artificial Solutions, SmartAction, Nuance, Go Moment, IPsoft and Botfuel. etc. In 2021, the global top five players have a share approximately % in terms of revenue.

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

Global Virtual Customer Assistants Software Market Segment Percentages, by Type, 2021 (%)

Cloud-Based

On-Premises

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

Global Virtual Customer Assistants Software Market Segment Percentages, by Application, 2021 (%)

Large Enterprises(1000+ Users)

Medium-Sized Enterprise(499-1000 Users)

Small Enterprises(1-499 Users)

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

## Global Virtual Customer Assistants 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 Virtual Customer Assistants Software revenues in global market, 2017-2022 (estimated), (\$ millions)

Key companies Virtual Customer Assistants Software revenues share in global market, 2021 (%)

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

EGain

Interactions

Creative Virtual

Artificial Solutions

SmartAction

Nuance

Go Moment

IPsoft

Botfuel

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