

Virtual Customer Assistants (VCA) Application 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 (VCA) Application in Global, including the following market information:

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

Global top five companies in 2021 (%)

The global Virtual Customer Assistants (VCA) Application 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 (VCA) Application include EGain, Interactions, Creative Virtual, Artificial Solutions, SmartAction, Nuance, Go Moment, IPsoft and Botfuel and 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 (VCA) Application 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 (VCA) Application Market, by Type, 2017-2022, 2023-2028 (\$ millions)

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

Cloud-Based

On-Premises

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

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

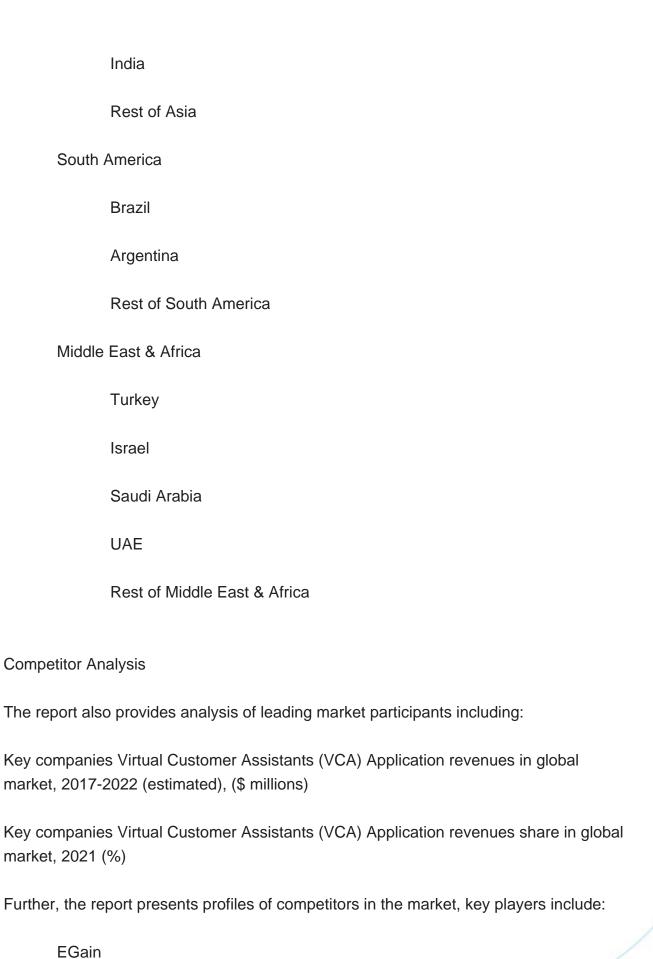


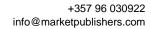
Global Virtual Customer Assistants (VCA) Application Market Segment Percentages, By Region and Country, 2021 (%)

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









nteractions	
Creative Virtual	
Artificial Solutions	
SmartAction	
Nuance	
Go Moment	
Psoft	
Botfuel	
BM	



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