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COVID-19 Impact on Global Conversational Customer Engagement Software Market Size, Status and Forecast 2020-2026

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Abstracts

Conversational customer engagement software is an alternative approach to ticket-based customer service, using the customer and not the incident as the center of action. These solutions facilitate omnichannel customer service that recognizes individuals with an identity and a history, allowing customers to interact with and be identified by the software using any channel at any time. Conversational customer engagement software leverages automatic customer lookup and routing combined with skills-based agent matching to reduce or eliminate the awkward and repetitive nature of customer service calls.
Since the COVID-19 virus outbreak in December 2019, the disease has spread to almost 100 countries around the globe with the World Health Organization declaring it a public health emergency. The global impacts of the coronavirus disease 2019 (COVID-19) are already starting to be felt, and will significantly affect the Conversational Customer Engagement Software market in 2020.
COVID-19 can affect the global economy in three main ways: by directly affecting production and demand, by creating supply chain and market disruption, and by its financial impact on firms and financial markets.
The outbreak of COVID-19 has brought effects on many aspects, like flight cancellations; travel bans and quarantines; restaurants closed; all indoor events restricted; over forty countries state of emergency declared; massive slowing of the supply chain; stock market volatility; falling business confidence, growing panic among the population, and uncertainty about future.
This report also analyses the impact of Coronavirus COVID-19 on the Conversational Customer Engagement Software industry.
Based on our recent survey, we have several different scenarios about the Conversational Customer Engagement Software YoY growth rate for 2020. The

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probable scenario is expected to grow by a xx% in 2020 and the revenue will be xx in 2020 from US$ xx million in 2019. The market size of Conversational Customer Engagement Software will reach xx in 2026, with a CAGR of xx% from 2020 to 2026.
With industry-standard accuracy in analysis and high data integrity, the report makes a brilliant attempt to unveil key opportunities available in the global Conversational Customer Engagement Software market to help players in achieving a strong market position. Buyers of the report can access verified and reliable market forecasts, including those for the overall size of the global Conversational Customer Engagement Software market in terms of revenue.
Players, stakeholders, and other participants in the global Conversational Customer Engagement Software market will be able to gain the upper hand as they use the report as a powerful resource. For this version of the report, the segmental analysis focuses on revenue and forecast by each application segment in terms of revenue and forecast by each type segment in terms of revenue for the period 2015-2026.

Regional and Country-level Analysis

The report offers an exhaustive geographical analysis of the global Conversational Customer Engagement Software market, covering important regions, viz, North America, Europe, China, Japan, Southeast Asia, India and Central & South America. It also covers key countries (regions), viz, U.S., Canada, Germany, France, U.K., Italy, Russia, China, Japan, South Korea, India, Australia, Taiwan, Indonesia, Thailand, Malaysia, Philippines, Vietnam, Mexico, Brazil, Turkey, Saudi Arabia, U.A.E, etc.
The report includes country-wise and region-wise market size for the period 2015-2026. It also includes market size and forecast by each application segment in terms of revenue for the period 2015-2026.

Competition Analysis

In the competitive analysis section of the report, leading as well as prominent players of the global Conversational Customer Engagement Software market are broadly studied on the basis of key factors. The report offers comprehensive analysis and accurate statistics on revenue by the player for the period 2015-2020. It also offers detailed analysis supported by reliable statistics on price and revenue (global level) by player for the period 2015-2020.
On the whole, the report proves to be an effective tool that players can use to gain a competitive edge over their competitors and ensure lasting success in the global Conversational Customer Engagement Software market. All of the findings, data, and information provided in the report are validated and revalidated with the help of

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trustworthy sources. The analysts who have authored the report took a unique and industry-best research and analysis approach for an in-depth study of the global Conversational Customer Engagement Software market.
The following players are covered in this report:

Intercom

Drift

Freshdesk

Dixa

Kustomer

HubSpot

Crisp Software

Avaya

Gladly

Sonar

RingCentral

ContactEngine

Quiq

Radiance Labs

Conversational Customer Engagement Software Breakdown Data by Type

Cloud-based

Web-based

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Conversational Customer Engagement Software Breakdown Data by Application

Large Enterprises

SMEs

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Contents

1 REPORT OVERVIEW

1.1 Study Scope
1.2 Key Market Segments
1.3 Players Covered: Ranking by Conversational Customer Engagement Software Revenue
1.4 Market Analysis by Type
  1.4.1 Global Conversational Customer Engagement Software Market Size Growth Rate by Type: 2020 VS 2026
  1.4.2 Cloud-based
  1.4.3 Web-based
1.5 Market by Application
  1.5.1 Global Conversational Customer Engagement Software Market Share by Application: 2020 VS 2026
  1.5.2 Large Enterprises
  1.5.3 SMEs
1.6 Coronavirus Disease 2019 (Covid-19): Conversational Customer Engagement Software Industry Impact
  1.6.1 How the Covid-19 is Affecting the Conversational Customer Engagement Software Industry
    1.6.1.1 Conversational Customer Engagement Software Business Impact Assessment - Covid-19
    1.6.1.2 Supply Chain Challenges
    1.6.1.3 COVID-19’s Impact On Crude Oil and Refined Products
  1.6.2 Market Trends and Conversational Customer Engagement Software Potential Opportunities in the COVID-19 Landscape
  1.6.3 Measures / Proposal against Covid-19
    1.6.3.1 Government Measures to Combat Covid-19 Impact
    1.6.3.2 Proposal for Conversational Customer Engagement Software Players to Combat Covid-19 Impact
1.7 Study Objectives
1.8 Years Considered

2 GLOBAL GROWTH TRENDS BY REGIONS

2.1 Conversational Customer Engagement Software Market Perspective (2015-2026)
2.2 Conversational Customer Engagement Software Growth Trends by Regions

+44 20 8123 2220
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2.2.1 Conversational Customer Engagement Software Market Size by Regions: 2015 VS 2020 VS 2026
2.2.2 Conversational Customer Engagement Software Historic Market Share by Regions (2015-2020)
2.2.3 Conversational Customer Engagement Software Forecasted Market Size by Regions (2021-2026)
2.3 Industry Trends and Growth Strategy
2.3.1 Market Top Trends
2.3.2 Market Drivers
2.3.3 Market Challenges
2.3.4 Porter’s Five Forces Analysis
2.3.5 Conversational Customer Engagement Software Market Growth Strategy
2.3.6 Primary Interviews with Key Conversational Customer Engagement Software Players (Opinion Leaders)

3 COMPETITION LANDSCAPE BY KEY PLAYERS

3.1 Global Top Conversational Customer Engagement Software Players by Market Size
3.1.1 Global Top Conversational Customer Engagement Software Players by Revenue (2015-2020)
3.1.2 Global Conversational Customer Engagement Software Revenue Market Share by Players (2015-2020)
3.1.3 Global Conversational Customer Engagement Software Market Share by Company Type (Tier 1, Tier 2 and Tier 3)
3.2 Global Conversational Customer Engagement Software Market Concentration Ratio
3.2.1 Global Conversational Customer Engagement Software Market Concentration Ratio (CR5 and HHI)
3.2.2 Global Top 10 and Top 5 Companies by Conversational Customer Engagement Software Revenue in 2019
3.3 Conversational Customer Engagement Software Key Players Head office and Area Served
3.4 Key Players Conversational Customer Engagement Software Product Solution and Service
3.5 Date of Enter into Conversational Customer Engagement Software Market
3.6 Mergers & Acquisitions, Expansion Plans

4 BREAKDOWN DATA BY TYPE (2015-2026)

4.1 Global Conversational Customer Engagement Software Historic Market Size by

+44 20 8123 2220
info@marketpublishers.com

Type (2015-2020)
4.2 Global Conversational Customer Engagement Software Forecasted Market Size by Type (2021-2026)

5 CONVERSATIONAL CUSTOMER ENGAGEMENT SOFTWARE BREAKDOWN DATA BY APPLICATION (2015-2026)

5.1 Global Conversational Customer Engagement Software Market Size by Application (2015-2020)
5.2 Global Conversational Customer Engagement Software Forecasted Market Size by Application (2021-2026)

6 NORTH AMERICA

6.1 North America Conversational Customer Engagement Software Market Size (2015-2020)
6.2 Conversational Customer Engagement Software Key Players in North America (2019-2020)
6.3 North America Conversational Customer Engagement Software Market Size by Type (2015-2020)
6.4 North America Conversational Customer Engagement Software Market Size by Application (2015-2020)

7 EUROPE

7.1 Europe Conversational Customer Engagement Software Market Size (2015-2020)
7.2 Conversational Customer Engagement Software Key Players in Europe (2019-2020)
7.3 Europe Conversational Customer Engagement Software Market Size by Type (2015-2020)
7.4 Europe Conversational Customer Engagement Software Market Size by Application (2015-2020)

8 CHINA

8.1 China Conversational Customer Engagement Software Market Size (2015-2020)
8.2 Conversational Customer Engagement Software Key Players in China (2019-2020)
8.3 China Conversational Customer Engagement Software Market Size by Type (2015-2020)

+44 20 8123 2220
info@marketpublishers.com

8.4 China Conversational Customer Engagement Software Market Size by Application (2015-2020)

9 JAPAN

9.1 Japan Conversational Customer Engagement Software Market Size (2015-2020)
9.2 Conversational Customer Engagement Software Key Players in Japan (2019-2020)
9.3 Japan Conversational Customer Engagement Software Market Size by Type (2015-2020)
9.4 Japan Conversational Customer Engagement Software Market Size by Application (2015-2020)

10 SOUTHEAST ASIA

10.1 Southeast Asia Conversational Customer Engagement Software Market Size (2015-2020)
10.2 Conversational Customer Engagement Software Key Players in Southeast Asia (2019-2020)
10.3 Southeast Asia Conversational Customer Engagement Software Market Size by Type (2015-2020)
10.4 Southeast Asia Conversational Customer Engagement Software Market Size by Application (2015-2020)

11 INDIA

11.1 India Conversational Customer Engagement Software Market Size (2015-2020)
11.2 Conversational Customer Engagement Software Key Players in India (2019-2020)
11.3 India Conversational Customer Engagement Software Market Size by Type (2015-2020)
11.4 India Conversational Customer Engagement Software Market Size by Application (2015-2020)

12 CENTRAL & SOUTH AMERICA

12.1 Central & South America Conversational Customer Engagement Software Market Size (2015-2020)
12.2 Conversational Customer Engagement Software Key Players in Central & South America (2019-2020)
12.3 Central & South America Conversational Customer Engagement Software Market

+44 20 8123 2220
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Size by Type (2015-2020)
12.4 Central & South America Conversational Customer Engagement Software Market Size by Application (2015-2020)

13 KEY PLAYERS PROFILES

13.1 Intercom
13.1.1 Intercom Company Details
13.1.2 Intercom Business Overview and Its Total Revenue
13.1.3 Intercom Conversational Customer Engagement Software Introduction
13.1.4 Intercom Revenue in Conversational Customer Engagement Software Business (2015-2020))
13.1.5 Intercom Recent Development
13.2 Drift
13.2.1 Drift Company Details
13.2.2 Drift Business Overview and Its Total Revenue
13.2.3 Drift Conversational Customer Engagement Software Introduction
13.2.4 Drift Revenue in Conversational Customer Engagement Software Business (2015-2020)
13.2.5 Drift Recent Development
13.3 Freshdesk
13.3.1 Freshdesk Company Details
13.3.2 Freshdesk Business Overview and Its Total Revenue
13.3.3 Freshdesk Conversational Customer Engagement Software Introduction
13.3.4 Freshdesk Revenue in Conversational Customer Engagement Software Business (2015-2020)
13.3.5 Freshdesk Recent Development
13.4 Dixa
13.4.1 Dixa Company Details
13.4.2 Dixa Business Overview and Its Total Revenue
13.4.3 Dixa Conversational Customer Engagement Software Introduction
13.4.4 Dixa Revenue in Conversational Customer Engagement Software Business (2015-2020)
13.4.5 Dixa Recent Development
13.5 Kustomer
13.5.1 Kustomer Company Details
13.5.2 Kustomer Business Overview and Its Total Revenue
13.5.3 Kustomer Conversational Customer Engagement Software Introduction
13.5.4 Kustomer Revenue in Conversational Customer Engagement Software

+44 20 8123 2220
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Business (2015-2020)
13.5.5 Kustomer Recent Development
13.6 HubSpot
13.6.1 HubSpot Company Details
13.6.2 HubSpot Business Overview and Its Total Revenue
13.6.3 HubSpot Conversational Customer Engagement Software Introduction
13.6.4 HubSpot Revenue in Conversational Customer Engagement Software Business (2015-2020)
13.6.5 HubSpot Recent Development
13.7 Crisp Software
13.7.1 Crisp Software Company Details
13.7.2 Crisp Software Business Overview and Its Total Revenue
13.7.3 Crisp Software Conversational Customer Engagement Software Introduction
13.7.4 Crisp Software Revenue in Conversational Customer Engagement Software Business (2015-2020)
13.7.5 Crisp Software Recent Development
13.8 Avaya
13.8.1 Avaya Company Details
13.8.2 Avaya Business Overview and Its Total Revenue
13.8.3 Avaya Conversational Customer Engagement Software Introduction
13.8.4 Avaya Revenue in Conversational Customer Engagement Software Business (2015-2020)
13.8.5 Avaya Recent Development
13.9 Gladly
13.9.1 Gladly Company Details
13.9.2 Gladly Business Overview and Its Total Revenue
13.9.3 Gladly Conversational Customer Engagement Software Introduction
13.9.4 Gladly Revenue in Conversational Customer Engagement Software Business (2015-2020)
13.9.5 Gladly Recent Development
13.10 Sonar
13.10.1 Sonar Company Details
13.10.2 Sonar Business Overview and Its Total Revenue
13.10.3 Sonar Conversational Customer Engagement Software Introduction
13.10.4 Sonar Revenue in Conversational Customer Engagement Software Business (2015-2020)
13.10.5 Sonar Recent Development
13.11 RingCentral
10.11.1 RingCentral Company Details

+44 20 8123 2220
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10.11.2 RingCentral Business Overview and Its Total Revenue
10.11.3 RingCentral Conversational Customer Engagement Software Introduction
10.11.4 RingCentral Revenue in Conversational Customer Engagement Software Business (2015-2020)
10.11.5 RingCentral Recent Development
13.12 ContactEngine
10.12.1 ContactEngine Company Details
10.12.2 ContactEngine Business Overview and Its Total Revenue
10.12.3 ContactEngine Conversational Customer Engagement Software Introduction
10.12.4 ContactEngine Revenue in Conversational Customer Engagement Software Business (2015-2020)
10.12.5 ContactEngine Recent Development
13.13 Quiq
10.13.1 Quiq Company Details
10.13.2 Quiq Business Overview and Its Total Revenue
10.13.3 Quiq Conversational Customer Engagement Software Introduction
10.13.4 Quiq Revenue in Conversational Customer Engagement Software Business (2015-2020)
10.13.5 Quiq Recent Development
13.14 Radiance Labs
10.14.1 Radiance Labs Company Details
10.14.2 Radiance Labs Business Overview and Its Total Revenue
10.14.3 Radiance Labs Conversational Customer Engagement Software Introduction
10.14.4 Radiance Labs Revenue in Conversational Customer Engagement Software Business (2015-2020)
10.14.5 Radiance Labs Recent Development

14 ANALYST'S VIEWPOINTS/CONCLUSIONS

15 APPENDIX

15.1 Research Methodology
15.1.1 Methodology/Research Approach
15.1.2 Data Source
15.2 Disclaimer
15.3 Author Details

+44 20 8123 2220
info@marketpublishers.com

List Of Tables

LIST OF TABLES

Table 1. Conversational Customer Engagement Software Key Market Segments
Table 2. Key Players Covered: Ranking by Conversational Customer Engagement Software Revenue
Table 3. Ranking of Global Top Conversational Customer Engagement Software Manufacturers by Revenue (US$ Million) in 2019
Table 4. Global Conversational Customer Engagement Software Market Size Growth Rate by Type (US$ Million): 2020 VS 2026
Table 5. Key Players of Cloud-based
Table 6. Key Players of Web-based
Table 7. COVID-19 Impact Global Market: (Four Conversational Customer Engagement Software Market Size Forecast Scenarios)
Table 8. Opportunities and Trends for Conversational Customer Engagement Software Players in the COVID-19 Landscape
Table 9. Present Opportunities in China & Elsewhere Due to the Coronavirus Crisis
Table 10. Key Regions/Countries Measures against Covid-19 Impact
Table 11. Proposal for Conversational Customer Engagement Software Players to Combat Covid-19 Impact
Table 12. Global Conversational Customer Engagement Software Market Size Growth by Application (US$ Million): 2020 VS 2026
Table 13. Global Conversational Customer Engagement Software Market Size by Regions (US$ Million): 2020 VS 2026
Table 14. Global Conversational Customer Engagement Software Market Size by Regions (2015-2020) (US$ Million)
Table 15. Global Conversational Customer Engagement Software Market Share by Regions (2015-2020)
Table 16. Global Conversational Customer Engagement Software Forecasted Market Size by Regions (2021-2026) (US$ Million)
Table 17. Global Conversational Customer Engagement Software Market Share by Regions (2021-2026)
Table 18. Market Top Trends
Table 19. Key Drivers: Impact Analysis
Table 20. Key Challenges
Table 21. Conversational Customer Engagement Software Market Growth Strategy
Table 22. Main Points Interviewed from Key Conversational Customer Engagement Software Players

+44 20 8123 2220
info@marketpublishers.com

Table 23. Global Conversational Customer Engagement Software Revenue by Players (2015-2020) (Million US$)
Table 24. Global Conversational Customer Engagement Software Market Share by Players (2015-2020)
Table 25. Global Top Conversational Customer Engagement Software Players by Company Type (Tier 1, Tier 2 and Tier 3) (based on the Revenue in Conversational Customer Engagement Software as of 2019)
Table 26. Global Conversational Customer Engagement Software by Players Market Concentration Ratio (CR5 and HHI)
Table 27. Key Players Headquarters and Area Served
Table 28. Key Players Conversational Customer Engagement Software Product Solution and Service
Table 29. Date of Enter into Conversational Customer Engagement Software Market
Table 30. Mergers & Acquisitions, Expansion Plans
Table 31. Global Conversational Customer Engagement Software Market Size by Type (2015-2020) (Million US$)
Table 32. Global Conversational Customer Engagement Software Market Size Share by Type (2015-2020)
Table 33. Global Conversational Customer Engagement Software Revenue Market Share by Type (2021-2026)
Table 34. Global Conversational Customer Engagement Software Market Size Share by Application (2015-2020)
Table 35. Global Conversational Customer Engagement Software Market Size by Application (2015-2020) (Million US$)
Table 36. Global Conversational Customer Engagement Software Market Size Share by Application (2021-2026)
Table 37. North America Key Players Conversational Customer Engagement Software Revenue (2019-2020) (Million US$)
Table 38. North America Key Players Conversational Customer Engagement Software Market Share (2019-2020)
Table 39. North America Conversational Customer Engagement Software Market Size by Type (2015-2020) (Million US$)
Table 40. North America Conversational Customer Engagement Software Market Share by Type (2015-2020)
Table 41. North America Conversational Customer Engagement Software Market Size by Application (2015-2020) (Million US$)
Table 42. North America Conversational Customer Engagement Software Market Share by Application (2015-2020)
Table 43. Europe Key Players Conversational Customer Engagement Software

+44 20 8123 2220
info@marketpublishers.com

Revenue (2019-2020) (Million US$)
Table 44. Europe Key Players Conversational Customer Engagement Software Market Share (2019-2020)
Table 45. Europe Conversational Customer Engagement Software Market Size by Type (2015-2020) (Million US$)
Table 46. Europe Conversational Customer Engagement Software Market Share by Type (2015-2020)
Table 47. Europe Conversational Customer Engagement Software Market Size by Application (2015-2020) (Million US$)
Table 48. Europe Conversational Customer Engagement Software Market Share by Application (2015-2020)
Table 49. China Key Players Conversational Customer Engagement Software Revenue (2019-2020) (Million US$)
Table 50. China Key Players Conversational Customer Engagement Software Market Share (2019-2020)
Table 51. China Conversational Customer Engagement Software Market Size by Type (2015-2020) (Million US$)
Table 52. China Conversational Customer Engagement Software Market Share by Type (2015-2020)
Table 53. China Conversational Customer Engagement Software Market Size by Application (2015-2020) (Million US$)
Table 54. China Conversational Customer Engagement Software Market Share by Application (2015-2020)
Table 55. Japan Key Players Conversational Customer Engagement Software Revenue (2019-2020) (Million US$)
Table 56. Japan Key Players Conversational Customer Engagement Software Market Share (2019-2020)
Table 57. Japan Conversational Customer Engagement Software Market Size by Type (2015-2020) (Million US$)
Table 58. Japan Conversational Customer Engagement Software Market Share by Type (2015-2020)
Table 59. Japan Conversational Customer Engagement Software Market Size by Application (2015-2020) (Million US$)
Table 60. Japan Conversational Customer Engagement Software Market Share by Application (2015-2020)
Table 61. Southeast Asia Key Players Conversational Customer Engagement Software Revenue (2019-2020) (Million US$)
Table 62. Southeast Asia Key Players Conversational Customer Engagement Software Market Share (2019-2020)

+44 20 8123 2220
info@marketpublishers.com

Table 63. Southeast Asia Conversational Customer Engagement Software Market Size by Type (2015-2020) (Million US$)
Table 64. Southeast Asia Conversational Customer Engagement Software Market Share by Type (2015-2020)
Table 65. Southeast Asia Conversational Customer Engagement Software Market Size by Application (2015-2020) (Million US$)
Table 66. Southeast Asia Conversational Customer Engagement Software Market Share by Application (2015-2020)
Table 67. India Key Players Conversational Customer Engagement Software Revenue (2019-2020) (Million US$)
Table 68. India Key Players Conversational Customer Engagement Software Market Share (2019-2020)
Table 69. India Conversational Customer Engagement Software Market Size by Type (2015-2020) (Million US$)
Table 70. India Conversational Customer Engagement Software Market Share by Type (2015-2020)
Table 71. India Conversational Customer Engagement Software Market Size by Application (2015-2020) (Million US$)
Table 72. India Conversational Customer Engagement Software Market Share by Application (2015-2020)
Table 73. Central & South America Key Players Conversational Customer Engagement Software Revenue (2019-2020) (Million US$)
Table 74. Central & South America Key Players Conversational Customer Engagement Software Market Share (2019-2020)
Table 75. Central & South America Conversational Customer Engagement Software Market Size by Type (2015-2020) (Million US$)
Table 76. Central & South America Conversational Customer Engagement Software Market Share by Type (2015-2020)
Table 77. Central & South America Conversational Customer Engagement Software Market Size by Application (2015-2020) (Million US$)
Table 78. Central & South America Conversational Customer Engagement Software Market Share by Application (2015-2020)
Table 79. Intercom Company Details
Table 80. Intercom Business Overview
Table 81. Intercom Product
Table 82. Intercom Revenue in Conversational Customer Engagement Software Business (2015-2020) (Million US$)
Table 83. Intercom Recent Development
Table 84. Drift Company Details

+44 20 8123 2220
info@marketpublishers.com

Table 85. Drift Business Overview
Table 86. Drift Product
Table 87. Drift Revenue in Conversational Customer Engagement Software Business (2015-2020) (Million US$)
Table 88. Drift Recent Development
Table 89. Freshdesk Company Details
Table 90. Freshdesk Business Overview
Table 91. Freshdesk Product
Table 92. Freshdesk Revenue in Conversational Customer Engagement Software Business (2015-2020) (Million US$)
Table 93. Freshdesk Recent Development
Table 94. Dixa Company Details
Table 95. Dixa Business Overview
Table 96. Dixa Product
Table 97. Dixa Revenue in Conversational Customer Engagement Software Business (2015-2020) (Million US$)
Table 98. Dixa Recent Development
Table 99. Kustomer Company Details
Table 100. Kustomer Business Overview
Table 101. Kustomer Product
Table 102. Kustomer Revenue in Conversational Customer Engagement Software Business (2015-2020) (Million US$)
Table 103. Kustomer Recent Development
Table 104. HubSpot Company Details
Table 105. HubSpot Business Overview
Table 106. HubSpot Product
Table 107. HubSpot Revenue in Conversational Customer Engagement Software Business (2015-2020) (Million US$)
Table 108. HubSpot Recent Development
Table 109. Crisp Software Company Details
Table 110. Crisp Software Business Overview
Table 111. Crisp Software Product
Table 112. Crisp Software Revenue in Conversational Customer Engagement Software Business (2015-2020) (Million US$)
Table 113. Crisp Software Recent Development
Table 114. Avaya Business Overview
Table 115. Avaya Product
Table 116. Avaya Company Details
Table 117. Avaya Revenue in Conversational Customer Engagement Software

+44 20 8123 2220
info@marketpublishers.com

Business (2015-2020) (Million US$)
Table 118. Avaya Recent Development
Table 119. Gladly Company Details
Table 120. Gladly Business Overview
Table 121. Gladly Product
Table 122. Gladly Revenue in Conversational Customer Engagement Software Business (2015-2020) (Million US$)
Table 123. Gladly Recent Development
Table 124. Sonar Company Details
Table 125. Sonar Business Overview
Table 126. Sonar Product
Table 127. Sonar Revenue in Conversational Customer Engagement Software Business (2015-2020) (Million US$)
Table 128. Sonar Recent Development
Table 129. RingCentral Company Details
Table 130. RingCentral Business Overview
Table 131. RingCentral Product
Table 132. RingCentral Revenue in Conversational Customer Engagement Software Business (2015-2020) (Million US$)
Table 133. RingCentral Recent Development
Table 134. ContactEngine Company Details
Table 135. ContactEngine Business Overview
Table 136. ContactEngine Product
Table 137. ContactEngine Revenue in Conversational Customer Engagement Software Business (2015-2020) (Million US$)
Table 138. ContactEngine Recent Development
Table 139. Quiq Company Details
Table 140. Quiq Business Overview
Table 141. Quiq Product
Table 142. Quiq Revenue in Conversational Customer Engagement Software Business (2015-2020) (Million US$)
Table 143. Quiq Recent Development
Table 144. Radiance Labs Company Details
Table 145. Radiance Labs Business Overview
Table 146. Radiance Labs Product
Table 147. Radiance Labs Revenue in Conversational Customer Engagement Software Business (2015-2020) (Million US$)
Table 148. Radiance Labs Recent Development
Table 149. Research Programs/Design for This Report

+44 20 8123 2220
info@marketpublishers.com

Table 150. Key Data Information from Secondary Sources
Table 151. Key Data Information from Primary Sources

+44 20 8123 2220
info@marketpublishers.com

List Of Figures

LIST OF FIGURES

Figure 1. Global Conversational Customer Engagement Software Market Share by Type: 2020 VS 2026
Figure 2. Cloud-based Features
Figure 3. Web-based Features
Figure 4. Global Conversational Customer Engagement Software Market Share by Application: 2020 VS 2026
Figure 5. Large Enterprises Case Studies
Figure 6. SMEs Case Studies
Figure 7. Conversational Customer Engagement Software Report Years Considered
Figure 8. Global Conversational Customer Engagement Software Market Size YoY Growth 2015-2026 (US$ Million)
Figure 9. Global Conversational Customer Engagement Software Market Share by Regions: 2020 VS 2026
Figure 10. Global Conversational Customer Engagement Software Market Share by Regions (2021-2026)
Figure 11. Porter's Five Forces Analysis
Figure 12. Global Conversational Customer Engagement Software Market Share by Players in 2019
Figure 13. Global Top Conversational Customer Engagement Software Players by Company Type (Tier 1, Tier 2 and Tier 3) (based on the Revenue in Conversational Customer Engagement Software as of 2019
Figure 14. The Top 10 and 5 Players Market Share by Conversational Customer Engagement Software Revenue in 2019
Figure 15. North America Conversational Customer Engagement Software Market Size YoY Growth (2015-2020) (Million US$)
Figure 16. Europe Conversational Customer Engagement Software Market Size YoY Growth (2015-2020) (Million US$)
Figure 17. China Conversational Customer Engagement Software Market Size YoY Growth (2015-2020) (Million US$)
Figure 18. Japan Conversational Customer Engagement Software Market Size YoY Growth (2015-2020) (Million US$)
Figure 19. Southeast Asia Conversational Customer Engagement Software Market Size YoY Growth (2015-2020) (Million US$)
Figure 20. India Conversational Customer Engagement Software Market Size YoY Growth (2015-2020) (Million US$)

+44 20 8123 2220
info@marketpublishers.com

Figure 21. Central & South America Conversational Customer Engagement Software Market Size YoY Growth (2015-2020) (Million US$)
Figure 22. Intercom Total Revenue (US$ Million): 2019 Compared with 2018
Figure 23. Intercom Revenue Growth Rate in Conversational Customer Engagement Software Business (2015-2020)
Figure 24. Drift Total Revenue (US$ Million): 2019 Compared with 2018
Figure 25. Drift Revenue Growth Rate in Conversational Customer Engagement Software Business (2015-2020)
Figure 26. Freshdesk Total Revenue (US$ Million): 2019 Compared with 2018
Figure 27. Freshdesk Revenue Growth Rate in Conversational Customer Engagement Software Business (2015-2020)
Figure 28. Dixa Total Revenue (US$ Million): 2019 Compared with 2018
Figure 29. Dixa Revenue Growth Rate in Conversational Customer Engagement Software Business (2015-2020)
Figure 30. Kustomer Total Revenue (US$ Million): 2019 Compared with 2018
Figure 31. Kustomer Revenue Growth Rate in Conversational Customer Engagement Software Business (2015-2020)
Figure 32. HubSpot Total Revenue (US$ Million): 2019 Compared with 2018
Figure 33. HubSpot Revenue Growth Rate in Conversational Customer Engagement Software Business (2015-2020)
Figure 34. Crisp Software Total Revenue (US$ Million): 2019 Compared with 2018
Figure 35. Crisp Software Revenue Growth Rate in Conversational Customer Engagement Software Business (2015-2020)
Figure 36. Avaya Total Revenue (US$ Million): 2019 Compared with 2018
Figure 37. Avaya Revenue Growth Rate in Conversational Customer Engagement Software Business (2015-2020)
Figure 38. Gladly Total Revenue (US$ Million): 2019 Compared with 2018
Figure 39. Gladly Revenue Growth Rate in Conversational Customer Engagement Software Business (2015-2020)
Figure 40. Sonar Total Revenue (US$ Million): 2019 Compared with 2018
Figure 41. Sonar Revenue Growth Rate in Conversational Customer Engagement Software Business (2015-2020)
Figure 42. RingCentral Total Revenue (US$ Million): 2019 Compared with 2018
Figure 43. RingCentral Revenue Growth Rate in Conversational Customer Engagement Software Business (2015-2020)
Figure 44. ContactEngine Total Revenue (US$ Million): 2019 Compared with 2018
Figure 45. ContactEngine Revenue Growth Rate in Conversational Customer Engagement Software Business (2015-2020)
Figure 46. Quiq Total Revenue (US$ Million): 2019 Compared with 2018

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Figure 47. Quiq Revenue Growth Rate in Conversational Customer Engagement Software Business (2015-2020)
Figure 48. Radiance Labs Total Revenue (US$ Million): 2019 Compared with 2018
Figure 49. Radiance Labs Revenue Growth Rate in Conversational Customer Engagement Software Business (2015-2020)
Figure 50. Bottom-up and Top-down Approaches for This Report
Figure 51. Data Triangulation
Figure 52. Key Executives Interviewed

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