

# COVID-19 Impact on Global Intelligent Customer Service Market Size, Status and Forecast 2020-2026

<https://marketpublishers.com/r/C21A450B1994EN.html>

Date: August 2020

Pages: 130

Price: US\$ 3,900.00 (Single User License)

ID: C21A450B1994EN

## Abstracts

This report focuses on the global Intelligent Customer Service status, future forecast, growth opportunity, key market and key players. The study objectives are to present the Intelligent Customer Service development in North America, Europe, China, Japan, Southeast Asia, India and Central & South America.

The key players covered in this study

Microsoft

Dassault Syst?mes

IBM

Xiaoi Robot

Yunwen Technology

Google

Ipssoft

DigitalGenius

ultimate.ai

ThinkOwl

Agent.ai

Ada

Netomi

XiaoduoAI

Neteast

Baidu

Market segment by Type, the product can be split into

Cloud-Based

On-Premises

Market segment by Application, split into

E-commerce

Finance

Government

Others

Market segment by Regions/Countries, this report covers

North America

Europe

China

Japan

Southeast Asia

India

Central & South America

The study objectives of this report are:

To analyze global Intelligent Customer Service status, future forecast, growth opportunity, key market and key players.

To present the Intelligent Customer Service development in North America, Europe, China, Japan, Southeast Asia, India and Central & South America.

To strategically profile the key players and comprehensively analyze their development plan and strategies.

To define, describe and forecast the market by type, market and key regions.

In this study, the years considered to estimate the market size of Intelligent Customer Service are as follows:

History Year: 2015-2019

Base Year: 2019

Estimated Year: 2020

Forecast Year 2020 to 2026

For the data information by region, company, type and application, 2019 is considered as the base year. Whenever data information was unavailable for the base year, the prior year has been considered.

## Contents

### 1 REPORT OVERVIEW

- 1.1 Study Scope
- 1.2 Key Market Segments
- 1.3 Players Covered: Ranking by Intelligent Customer Service Revenue
- 1.4 Market Analysis by Type
  - 1.4.1 Global Intelligent Customer Service Market Size Growth Rate by Type: 2020 VS 2026
  - 1.4.2 Cloud-Based
  - 1.4.3 On-Premises
- 1.5 Market by Application
  - 1.5.1 Global Intelligent Customer Service Market Share by Application: 2020 VS 2026
  - 1.5.2 E-commerce
  - 1.5.3 Finance
  - 1.5.4 Government
  - 1.5.5 Others
- 1.6 Coronavirus Disease 2019 (Covid-19): Intelligent Customer Service Industry Impact
  - 1.6.1 How the Covid-19 is Affecting the Intelligent Customer Service Industry
    - 1.6.1.1 Intelligent Customer Service 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 Intelligent Customer Service 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 Intelligent Customer Service Players to Combat Covid-19 Impact
- 1.7 Study Objectives
- 1.8 Years Considered

### 2 GLOBAL GROWTH TRENDS BY REGIONS

- 2.1 Intelligent Customer Service Market Perspective (2015-2026)
- 2.2 Intelligent Customer Service Growth Trends by Regions
  - 2.2.1 Intelligent Customer Service Market Size by Regions: 2015 VS 2020 VS 2026
  - 2.2.2 Intelligent Customer Service Historic Market Share by Regions (2015-2020)
  - 2.2.3 Intelligent Customer Service 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 Intelligent Customer Service Market Growth Strategy
- 2.3.6 Primary Interviews with Key Intelligent Customer Service Players (Opinion Leaders)

### **3 COMPETITION LANDSCAPE BY KEY PLAYERS**

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

### **4 BREAKDOWN DATA BY TYPE (2015-2026)**

- 4.1 Global Intelligent Customer Service Historic Market Size by Type (2015-2020)
- 4.2 Global Intelligent Customer Service Forecasted Market Size by Type (2021-2026)

### **5 INTELLIGENT CUSTOMER SERVICE BREAKDOWN DATA BY APPLICATION (2015-2026)**

- 5.1 Global Intelligent Customer Service Market Size by Application (2015-2020)
- 5.2 Global Intelligent Customer Service Forecasted Market Size by Application (2021-2026)

### **6 NORTH AMERICA**

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

## **7 EUROPE**

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

## **8 CHINA**

- 8.1 China Intelligent Customer Service Market Size (2015-2020)
- 8.2 Intelligent Customer Service Key Players in China (2019-2020)
- 8.3 China Intelligent Customer Service Market Size by Type (2015-2020)
- 8.4 China Intelligent Customer Service Market Size by Application (2015-2020)

## **9 JAPAN**

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

## **10 SOUTHEAST ASIA**

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

## **11 INDIA**

- 11.1 India Intelligent Customer Service Market Size (2015-2020)
- 11.2 Intelligent Customer Service Key Players in India (2019-2020)
- 11.3 India Intelligent Customer Service Market Size by Type (2015-2020)

11.4 India Intelligent Customer Service Market Size by Application (2015-2020)

## **12 CENTRAL & SOUTH AMERICA**

12.1 Central & South America Intelligent Customer Service Market Size (2015-2020)

12.2 Intelligent Customer Service Key Players in Central & South America (2019-2020)

12.3 Central & South America Intelligent Customer Service Market Size by Type (2015-2020)

12.4 Central & South America Intelligent Customer Service Market Size by Application (2015-2020)

## **13 KEY PLAYERS PROFILES**

13.1 Microsoft

13.1.1 Microsoft Company Details

13.1.2 Microsoft Business Overview and Its Total Revenue

13.1.3 Microsoft Intelligent Customer Service Introduction

13.1.4 Microsoft Revenue in Intelligent Customer Service Business (2015-2020))

13.1.5 Microsoft Recent Development

13.2 Dassault Syst?mes

13.2.1 Dassault Syst?mes Company Details

13.2.2 Dassault Syst?mes Business Overview and Its Total Revenue

13.2.3 Dassault Syst?mes Intelligent Customer Service Introduction

13.2.4 Dassault Syst?mes Revenue in Intelligent Customer Service Business (2015-2020)

13.2.5 Dassault Syst?mes Recent Development

13.3 IBM

13.3.1 IBM Company Details

13.3.2 IBM Business Overview and Its Total Revenue

13.3.3 IBM Intelligent Customer Service Introduction

13.3.4 IBM Revenue in Intelligent Customer Service Business (2015-2020)

13.3.5 IBM Recent Development

13.4 Xiaoi Robot

13.4.1 Xiaoi Robot Company Details

13.4.2 Xiaoi Robot Business Overview and Its Total Revenue

13.4.3 Xiaoi Robot Intelligent Customer Service Introduction

13.4.4 Xiaoi Robot Revenue in Intelligent Customer Service Business (2015-2020)

13.4.5 Xiaoi Robot Recent Development

13.5 Yunwen Technology

- 13.5.1 Yunwen Technology Company Details
- 13.5.2 Yunwen Technology Business Overview and Its Total Revenue
- 13.5.3 Yunwen Technology Intelligent Customer Service Introduction
- 13.5.4 Yunwen Technology Revenue in Intelligent Customer Service Business (2015-2020)
- 13.5.5 Yunwen Technology Recent Development
- 13.6 Google
  - 13.6.1 Google Company Details
  - 13.6.2 Google Business Overview and Its Total Revenue
  - 13.6.3 Google Intelligent Customer Service Introduction
  - 13.6.4 Google Revenue in Intelligent Customer Service Business (2015-2020)
  - 13.6.5 Google Recent Development
- 13.7 Ipssoft
  - 13.7.1 Ipssoft Company Details
  - 13.7.2 Ipssoft Business Overview and Its Total Revenue
  - 13.7.3 Ipssoft Intelligent Customer Service Introduction
  - 13.7.4 Ipssoft Revenue in Intelligent Customer Service Business (2015-2020)
  - 13.7.5 Ipssoft Recent Development
- 13.8 DigitalGenius
  - 13.8.1 DigitalGenius Company Details
  - 13.8.2 DigitalGenius Business Overview and Its Total Revenue
  - 13.8.3 DigitalGenius Intelligent Customer Service Introduction
  - 13.8.4 DigitalGenius Revenue in Intelligent Customer Service Business (2015-2020)
  - 13.8.5 DigitalGenius Recent Development
- 13.9 ultimate.ai
  - 13.9.1 ultimate.ai Company Details
  - 13.9.2 ultimate.ai Business Overview and Its Total Revenue
  - 13.9.3 ultimate.ai Intelligent Customer Service Introduction
  - 13.9.4 ultimate.ai Revenue in Intelligent Customer Service Business (2015-2020)
  - 13.9.5 ultimate.ai Recent Development
- 13.10 ThinkOwl
  - 13.10.1 ThinkOwl Company Details
  - 13.10.2 ThinkOwl Business Overview and Its Total Revenue
  - 13.10.3 ThinkOwl Intelligent Customer Service Introduction
  - 13.10.4 ThinkOwl Revenue in Intelligent Customer Service Business (2015-2020)
  - 13.10.5 ThinkOwl Recent Development
- 13.11 Agent.ai
  - 10.11.1 Agent.ai Company Details
  - 10.11.2 Agent.ai Business Overview and Its Total Revenue



- 10.11.3 Agent.ai Intelligent Customer Service Introduction
- 10.11.4 Agent.ai Revenue in Intelligent Customer Service Business (2015-2020)
- 10.11.5 Agent.ai Recent Development

#### 13.12 Ada

- 10.12.1 Ada Company Details
- 10.12.2 Ada Business Overview and Its Total Revenue
- 10.12.3 Ada Intelligent Customer Service Introduction
- 10.12.4 Ada Revenue in Intelligent Customer Service Business (2015-2020)
- 10.12.5 Ada Recent Development

#### 13.13 Netomi

- 10.13.1 Netomi Company Details
- 10.13.2 Netomi Business Overview and Its Total Revenue
- 10.13.3 Netomi Intelligent Customer Service Introduction
- 10.13.4 Netomi Revenue in Intelligent Customer Service Business (2015-2020)
- 10.13.5 Netomi Recent Development

#### 13.14 XiaoduoAI

- 10.14.1 XiaoduoAI Company Details
- 10.14.2 XiaoduoAI Business Overview and Its Total Revenue
- 10.14.3 XiaoduoAI Intelligent Customer Service Introduction
- 10.14.4 XiaoduoAI Revenue in Intelligent Customer Service Business (2015-2020)
- 10.14.5 XiaoduoAI Recent Development

#### 13.15 Neteast

- 10.15.1 Neteast Company Details
- 10.15.2 Neteast Business Overview and Its Total Revenue
- 10.15.3 Neteast Intelligent Customer Service Introduction
- 10.15.4 Neteast Revenue in Intelligent Customer Service Business (2015-2020)
- 10.15.5 Neteast Recent Development

#### 13.16 Baidu

- 10.16.1 Baidu Company Details
- 10.16.2 Baidu Business Overview and Its Total Revenue
- 10.16.3 Baidu Intelligent Customer Service Introduction
- 10.16.4 Baidu Revenue in Intelligent Customer Service Business (2015-2020)
- 10.16.5 Baidu 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

## List Of Tables

### LIST OF TABLES

Table 1. Intelligent Customer Service Key Market Segments

Table 2. Key Players Covered: Ranking by Intelligent Customer Service Revenue

Table 3. Ranking of Global Top Intelligent Customer Service Manufacturers by Revenue (US\$ Million) in 2019

Table 4. Global Intelligent Customer Service Market Size Growth Rate by Type (US\$ Million): 2020 VS 2026

Table 5. Key Players of Cloud-Based

Table 6. Key Players of On-Premises

Table 7. COVID-19 Impact Global Market: (Four Intelligent Customer Service Market Size Forecast Scenarios)

Table 8. Opportunities and Trends for Intelligent Customer Service 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 Intelligent Customer Service Players to Combat Covid-19 Impact

Table 12. Global Intelligent Customer Service Market Size Growth by Application (US\$ Million): 2020 VS 2026

Table 13. Global Intelligent Customer Service Market Size by Regions (US\$ Million): 2020 VS 2026

Table 14. Global Intelligent Customer Service Market Size by Regions (2015-2020) (US\$ Million)

Table 15. Global Intelligent Customer Service Market Share by Regions (2015-2020)

Table 16. Global Intelligent Customer Service Forecasted Market Size by Regions (2021-2026) (US\$ Million)

Table 17. Global Intelligent Customer Service Market Share by Regions (2021-2026)

Table 18. Market Top Trends

Table 19. Key Drivers: Impact Analysis

Table 20. Key Challenges

Table 21. Intelligent Customer Service Market Growth Strategy

Table 22. Main Points Interviewed from Key Intelligent Customer Service Players

Table 23. Global Intelligent Customer Service Revenue by Players (2015-2020) (Million US\$)

Table 24. Global Intelligent Customer Service Market Share by Players (2015-2020)

Table 25. Global Top Intelligent Customer Service Players by Company Type (Tier 1, Tier 2 and Tier 3) (based on the Revenue in Intelligent Customer Service as of 2019)

Table 26. Global Intelligent Customer Service by Players Market Concentration Ratio (CR5 and HHI)

Table 27. Key Players Headquarters and Area Served

Table 28. Key Players Intelligent Customer Service Product Solution and Service

Table 29. Date of Enter into Intelligent Customer Service Market

Table 30. Mergers & Acquisitions, Expansion Plans

Table 31. Global Intelligent Customer Service Market Size by Type (2015-2020) (Million US\$)

Table 32. Global Intelligent Customer Service Market Size Share by Type (2015-2020)

Table 33. Global Intelligent Customer Service Revenue Market Share by Type (2021-2026)

Table 34. Global Intelligent Customer Service Market Size Share by Application (2015-2020)

Table 35. Global Intelligent Customer Service Market Size by Application (2015-2020) (Million US\$)

Table 36. Global Intelligent Customer Service Market Size Share by Application (2021-2026)

Table 37. North America Key Players Intelligent Customer Service Revenue (2019-2020) (Million US\$)

Table 38. North America Key Players Intelligent Customer Service Market Share (2019-2020)

Table 39. North America Intelligent Customer Service Market Size by Type (2015-2020) (Million US\$)

Table 40. North America Intelligent Customer Service Market Share by Type (2015-2020)

Table 41. North America Intelligent Customer Service Market Size by Application (2015-2020) (Million US\$)

Table 42. North America Intelligent Customer Service Market Share by Application (2015-2020)

Table 43. Europe Key Players Intelligent Customer Service Revenue (2019-2020) (Million US\$)

Table 44. Europe Key Players Intelligent Customer Service Market Share (2019-2020)

Table 45. Europe Intelligent Customer Service Market Size by Type (2015-2020) (Million US\$)

Table 46. Europe Intelligent Customer Service Market Share by Type (2015-2020)

Table 47. Europe Intelligent Customer Service Market Size by Application (2015-2020) (Million US\$)

Table 48. Europe Intelligent Customer Service Market Share by Application (2015-2020)

Table 49. China Key Players Intelligent Customer Service Revenue (2019-2020) (Million

US\$)

Table 50. China Key Players Intelligent Customer Service Market Share (2019-2020)

Table 51. China Intelligent Customer Service Market Size by Type (2015-2020) (Million US\$)

Table 52. China Intelligent Customer Service Market Share by Type (2015-2020)

Table 53. China Intelligent Customer Service Market Size by Application (2015-2020) (Million US\$)

Table 54. China Intelligent Customer Service Market Share by Application (2015-2020)

Table 55. Japan Key Players Intelligent Customer Service Revenue (2019-2020) (Million US\$)

Table 56. Japan Key Players Intelligent Customer Service Market Share (2019-2020)

Table 57. Japan Intelligent Customer Service Market Size by Type (2015-2020) (Million US\$)

Table 58. Japan Intelligent Customer Service Market Share by Type (2015-2020)

Table 59. Japan Intelligent Customer Service Market Size by Application (2015-2020) (Million US\$)

Table 60. Japan Intelligent Customer Service Market Share by Application (2015-2020)

Table 61. Southeast Asia Key Players Intelligent Customer Service Revenue (2019-2020) (Million US\$)

Table 62. Southeast Asia Key Players Intelligent Customer Service Market Share (2019-2020)

Table 63. Southeast Asia Intelligent Customer Service Market Size by Type (2015-2020) (Million US\$)

Table 64. Southeast Asia Intelligent Customer Service Market Share by Type (2015-2020)

Table 65. Southeast Asia Intelligent Customer Service Market Size by Application (2015-2020) (Million US\$)

Table 66. Southeast Asia Intelligent Customer Service Market Share by Application (2015-2020)

Table 67. India Key Players Intelligent Customer Service Revenue (2019-2020) (Million US\$)

Table 68. India Key Players Intelligent Customer Service Market Share (2019-2020)

Table 69. India Intelligent Customer Service Market Size by Type (2015-2020) (Million US\$)

Table 70. India Intelligent Customer Service Market Share by Type (2015-2020)

Table 71. India Intelligent Customer Service Market Size by Application (2015-2020) (Million US\$)

Table 72. India Intelligent Customer Service Market Share by Application (2015-2020)

Table 73. Central & South America Key Players Intelligent Customer Service Revenue

(2019-2020) (Million US\$)

Table 74. Central & South America Key Players Intelligent Customer Service Market Share (2019-2020)

Table 75. Central & South America Intelligent Customer Service Market Size by Type (2015-2020) (Million US\$)

Table 76. Central & South America Intelligent Customer Service Market Share by Type (2015-2020)

Table 77. Central & South America Intelligent Customer Service Market Size by Application (2015-2020) (Million US\$)

Table 78. Central & South America Intelligent Customer Service Market Share by Application (2015-2020)

Table 79. Microsoft Company Details

Table 80. Microsoft Business Overview

Table 81. Microsoft Product

Table 82. Microsoft Revenue in Intelligent Customer Service Business (2015-2020) (Million US\$)

Table 83. Microsoft Recent Development

Table 84. Dassault Systèmes Company Details

Table 85. Dassault Systèmes Business Overview

Table 86. Dassault Systèmes Product

Table 87. Dassault Systèmes Revenue in Intelligent Customer Service Business (2015-2020) (Million US\$)

Table 88. Dassault Systèmes Recent Development

Table 89. IBM Company Details

Table 90. IBM Business Overview

Table 91. IBM Product

Table 92. IBM Revenue in Intelligent Customer Service Business (2015-2020) (Million US\$)

Table 93. IBM Recent Development

Table 94. Xiaoi Robot Company Details

Table 95. Xiaoi Robot Business Overview

Table 96. Xiaoi Robot Product

Table 97. Xiaoi Robot Revenue in Intelligent Customer Service Business (2015-2020) (Million US\$)

Table 98. Xiaoi Robot Recent Development

Table 99. Yunwen Technology Company Details

Table 100. Yunwen Technology Business Overview

Table 101. Yunwen Technology Product

Table 102. Yunwen Technology Revenue in Intelligent Customer Service Business

(2015-2020) (Million US\$)

Table 103. Yunwen Technology Recent Development

Table 104. Google Company Details

Table 105. Google Business Overview

Table 106. Google Product

Table 107. Google Revenue in Intelligent Customer Service Business (2015-2020)  
(Million US\$)

Table 108. Google Recent Development

Table 109. Ipsoft Company Details

Table 110. Ipsoft Business Overview

Table 111. Ipsoft Product

Table 112. Ipsoft Revenue in Intelligent Customer Service Business (2015-2020)  
(Million US\$)

Table 113. Ipsoft Recent Development

Table 114. DigitalGenius Business Overview

Table 115. DigitalGenius Product

Table 116. DigitalGenius Company Details

Table 117. DigitalGenius Revenue in Intelligent Customer Service Business  
(2015-2020) (Million US\$)

Table 118. DigitalGenius Recent Development

Table 119. ultimate.ai Company Details

Table 120. ultimate.ai Business Overview

Table 121. ultimate.ai Product

Table 122. ultimate.ai Revenue in Intelligent Customer Service Business (2015-2020)  
(Million US\$)

Table 123. ultimate.ai Recent Development

Table 124. ThinkOwl Company Details

Table 125. ThinkOwl Business Overview

Table 126. ThinkOwl Product

Table 127. ThinkOwl Revenue in Intelligent Customer Service Business (2015-2020)  
(Million US\$)

Table 128. ThinkOwl Recent Development

Table 129. Agent.ai Company Details

Table 130. Agent.ai Business Overview

Table 131. Agent.ai Product

Table 132. Agent.ai Revenue in Intelligent Customer Service Business (2015-2020)  
(Million US\$)

Table 133. Agent.ai Recent Development

Table 134. Ada Company Details

Table 135. Ada Business Overview

Table 136. Ada Product

Table 137. Ada Revenue in Intelligent Customer Service Business (2015-2020) (Million US\$)

Table 138. Ada Recent Development

Table 139. Netomi Company Details

Table 140. Netomi Business Overview

Table 141. Netomi Product

Table 142. Netomi Revenue in Intelligent Customer Service Business (2015-2020) (Million US\$)

Table 143. Netomi Recent Development

Table 144. XiaoduoAI Company Details

Table 145. XiaoduoAI Business Overview

Table 146. XiaoduoAI Product

Table 147. XiaoduoAI Revenue in Intelligent Customer Service Business (2015-2020) (Million US\$)

Table 148. XiaoduoAI Recent Development

Table 149. Neteast Company Details

Table 150. Neteast Business Overview

Table 151. Neteast Product

Table 152. Neteast Revenue in Intelligent Customer Service Business (2015-2020) (Million US\$)

Table 153. Neteast Recent Development

Table 154. Baidu Company Details

Table 155. Baidu Business Overview

Table 156. Baidu Product

Table 157. Baidu Revenue in Intelligent Customer Service Business (2015-2020) (Million US\$)

Table 158. Baidu Recent Development

Table 159. Research Programs/Design for This Report

Table 160. Key Data Information from Secondary Sources

Table 161. Key Data Information from Primary Sources



## List Of Figures

### LIST OF FIGURES

Figure 1. Global Intelligent Customer Service Market Share by Type: 2020 VS 2026

Figure 2. Cloud-Based Features

Figure 3. On-Premises Features

Figure 4. Global Intelligent Customer Service Market Share by Application: 2020 VS 2026

Figure 5. E-commerce Case Studies

Figure 6. Finance Case Studies

Figure 7. Government Case Studies

Figure 8. Others Case Studies

Figure 9. Intelligent Customer Service Report Years Considered

Figure 10. Global Intelligent Customer Service Market Size YoY Growth 2015-2026 (US\$ Million)

Figure 11. Global Intelligent Customer Service Market Share by Regions: 2020 VS 2026

Figure 12. Global Intelligent Customer Service Market Share by Regions (2021-2026)

Figure 13. Porter's Five Forces Analysis

Figure 14. Global Intelligent Customer Service Market Share by Players in 2019

Figure 15. Global Top Intelligent Customer Service Players by Company Type (Tier 1, Tier 2 and Tier 3) (based on the Revenue in Intelligent Customer Service as of 2019)

Figure 16. The Top 10 and 5 Players Market Share by Intelligent Customer Service Revenue in 2019

Figure 17. North America Intelligent Customer Service Market Size YoY Growth (2015-2020) (Million US\$)

Figure 18. Europe Intelligent Customer Service Market Size YoY Growth (2015-2020) (Million US\$)

Figure 19. China Intelligent Customer Service Market Size YoY Growth (2015-2020) (Million US\$)

Figure 20. Japan Intelligent Customer Service Market Size YoY Growth (2015-2020) (Million US\$)

Figure 21. Southeast Asia Intelligent Customer Service Market Size YoY Growth (2015-2020) (Million US\$)

Figure 22. India Intelligent Customer Service Market Size YoY Growth (2015-2020) (Million US\$)

Figure 23. Central & South America Intelligent Customer Service Market Size YoY Growth (2015-2020) (Million US\$)

Figure 24. Microsoft Total Revenue (US\$ Million): 2019 Compared with 2018

Figure 25. Microsoft Revenue Growth Rate in Intelligent Customer Service Business (2015-2020)

Figure 26. Dassault Systèmes Total Revenue (US\$ Million): 2019 Compared with 2018

Figure 27. Dassault Systèmes Revenue Growth Rate in Intelligent Customer Service Business (2015-2020)

Figure 28. IBM Total Revenue (US\$ Million): 2019 Compared with 2018

Figure 29. IBM Revenue Growth Rate in Intelligent Customer Service Business (2015-2020)

Figure 30. Xiaoi Robot Total Revenue (US\$ Million): 2019 Compared with 2018

Figure 31. Xiaoi Robot Revenue Growth Rate in Intelligent Customer Service Business (2015-2020)

Figure 32. Yunwen Technology Total Revenue (US\$ Million): 2019 Compared with 2018

Figure 33. Yunwen Technology Revenue Growth Rate in Intelligent Customer Service Business (2015-2020)

Figure 34. Google Total Revenue (US\$ Million): 2019 Compared with 2018

Figure 35. Google Revenue Growth Rate in Intelligent Customer Service Business (2015-2020)

Figure 36. Ipssoft Total Revenue (US\$ Million): 2019 Compared with 2018

Figure 37. Ipssoft Revenue Growth Rate in Intelligent Customer Service Business (2015-2020)

Figure 38. DigitalGenius Total Revenue (US\$ Million): 2019 Compared with 2018

Figure 39. DigitalGenius Revenue Growth Rate in Intelligent Customer Service Business (2015-2020)

Figure 40. ultimate.ai Total Revenue (US\$ Million): 2019 Compared with 2018

Figure 41. ultimate.ai Revenue Growth Rate in Intelligent Customer Service Business (2015-2020)

Figure 42. ThinkOwl Total Revenue (US\$ Million): 2019 Compared with 2018

Figure 43. ThinkOwl Revenue Growth Rate in Intelligent Customer Service Business (2015-2020)

Figure 44. Agent.ai Total Revenue (US\$ Million): 2019 Compared with 2018

Figure 45. Agent.ai Revenue Growth Rate in Intelligent Customer Service Business (2015-2020)

Figure 46. Ada Total Revenue (US\$ Million): 2019 Compared with 2018

Figure 47. Ada Revenue Growth Rate in Intelligent Customer Service Business (2015-2020)

Figure 48. Netomi Total Revenue (US\$ Million): 2019 Compared with 2018

Figure 49. Netomi Revenue Growth Rate in Intelligent Customer Service Business (2015-2020)

Figure 50. XiaoduoAI Total Revenue (US\$ Million): 2019 Compared with 2018

Figure 51. XiaoduoAI Revenue Growth Rate in Intelligent Customer Service Business (2015-2020)

Figure 52. Neteast Total Revenue (US\$ Million): 2019 Compared with 2018

Figure 53. Neteast Revenue Growth Rate in Intelligent Customer Service Business (2015-2020)

Figure 54. Baidu Total Revenue (US\$ Million): 2019 Compared with 2018

Figure 55. Baidu Revenue Growth Rate in Intelligent Customer Service Business (2015-2020)

Figure 56. Bottom-up and Top-down Approaches for This Report

Figure 57. Data Triangulation

Figure 58. Key Executives Interviewed

## I would like to order

Product name: COVID-19 Impact on Global Intelligent Customer Service Market Size, Status and Forecast 2020-2026

Product link: <https://marketpublishers.com/r/C21A450B1994EN.html>

Price: US\$ 3,900.00 (Single User License / Electronic Delivery)

If you want to order Corporate License or Hard Copy, please, contact our Customer Service:

[info@marketpublishers.com](mailto:info@marketpublishers.com)

## Payment

To pay by Credit Card (Visa, MasterCard, American Express, PayPal), please, click button on product page <https://marketpublishers.com/r/C21A450B1994EN.html>

To pay by Wire Transfer, please, fill in your contact details in the form below:

First name:  
Last name:  
Email:  
Company:  
Address:  
City:  
Zip code:  
Country:  
Tel:  
Fax:  
Your message:

**\*\*All fields are required**

Customer signature \_\_\_\_\_

Please, note that by ordering from marketpublishers.com you are agreeing to our Terms & Conditions at <https://marketpublishers.com/docs/terms.html>

To place an order via fax simply print this form, fill in the information below and fax the completed form to +44 20 7900 3970

