

# Global Intelligent Virtual Assistant Market 2021

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## Abstracts

Intelligent virtual assistant, also known as virtual agent and digital employee, is an artificial intelligence system that emulates human interaction to perform particular tasks, like customer service. Virtual assistants are proliferating because of deep neural networks, machine learning, and other advancements in AI technologies. The global intelligent virtual assistant market is set to increase by US\$ 28,776 million from 2021 to 2027, representing a compound annual growth rate (CAGR) of 31.8% during the forecast period.

The report provides up-to-date market size data for period 2017-2020 and forecast to 2027 covering key market aspects like sales value for intelligent virtual assistant. The global intelligent virtual assistant market is segmented on the basis of product, technology, industry vertical, and region. On the basis of product, the global intelligent virtual assistant market has been segmented into smart speakers, chatbots. The chatbots segment held the largest revenue share in 2020. By technology, the global intelligent virtual assistant market has been segmented into speech recognition, text-based, text-to-speech. Among these, the text-to-speech segment was accounted for the highest revenue generator in 2020. Based on industry vertical, the global intelligent virtual assistant market is categorized into BFSI, IT & telecommunications, government & defense, retail, healthcare, travelling & hospitality, automotive, media & entertainment, others. The BFSI segment captured the largest share of the market in 2020. In terms of geography, the global intelligent virtual assistant market has been segmented into North America, Asia Pacific, Europe, Rest of the World (ROW).

The global intelligent virtual assistant market is highly competitive. As of 2020, the major players in the global intelligent virtual assistant market were Alphabet Inc., Amazon.com Inc., Apple Inc., Artificial Solutions International AB, eGain Corporation, International Business Machines Corporation (IBM), IPsoft Inc., Nuance Communications Inc., Samsung Electronics Co. Ltd., Verint Systems Inc.

## Report Scope

Product: smart speakers, chatbots

Technology: speech recognition, text-based, text-to-speech

Industry vertical: BFSI, IT & telecommunications, government & defense, retail, healthcare, travelling & hospitality, automotive, media & entertainment, others

Region: North America, Asia Pacific, Europe, Rest of the World (ROW)

Years considered: this report covers the period 2017 to 2027

## Key Benefits for Stakeholders

Get a comprehensive picture of the global intelligent virtual assistant market

Pinpoint growth sectors and trends for investment

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Chatbots

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Speech recognition  
Text-based  
Text-to-speech

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BFSI  
IT & telecommunications  
Government & defense  
Retail  
Healthcare  
Travelling & hospitality  
Automotive  
Media & entertainment  
Others

### **PART 6. MARKET BREAKDOWN BY REGION**

North America  
Asia Pacific  
Europe

Rest of the World (ROW)

## **PART 7. KEY COMPANIES**

Alphabet Inc.

Amazon.com, Inc.

Apple Inc.

Artificial Solutions International AB

eGain Corporation

International Business Machines Corporation (IBM)

IPsoft, Inc.

Nuance Communications, Inc.

Samsung Electronics Co., Ltd.

Verint Systems Inc.

About StrategyHelix

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