

Live Chat Software Market 2018 Global Share, Trend, Segmentation and Forecast to 2021

PUNE, INDIA, April 12, 2018 /EINPresswire.com/

--

Global Live Chat Software Market

WiseGuyReports.com Presents "Global Live Chat Software Market 2016-2020" New Document to its Studies Database. The Report Contains 58 Pages With Detailed Analysis.

Description

Live chat is a real-time communication between two users via computer. It is appropriate for low to moderately complex product support and is used by many organizations. It can also be a means of surveying customers without being intrusive. It is a part of multichannel customer service initiative. Live chat software allows website providers to interact directly with visitors on their websites or applications, through some combination of chat/instant messaging and survey forms. It is based on the client-server model, where a client can start a session after logging into a user account.

The analysts forecast the global live chat software market to grow at a CAGR of 7.98% during the period 2016-2020.

Covered in this report

The report covers the present scenario and the growth prospects of the global live chat software market 2016-2020. To calculate the market size, the report considers the revenue generated from the sales of live chat software.

Get sample Report @ <https://www.wiseguyreports.com/sample-request/687161-global-live-chat-software-market-2016-2020>

The market is divided into the following segments based on geography:

- Americas



- APAC
- EMEA

The Global Live Chat Software Market 2016-2020, has been prepared based on an in-depth market analysis with inputs from industry experts. The report covers the market landscape and its growth prospects over the coming years. The report also includes a discussion of the key vendors operating in this market.

Key vendors

- LivePerson
- Zendesk
- LogMeIn
- LiveChat
- SnapEngage

Other prominent vendors

- Comm100
- Freshdesk
- Intercom
- JivoSite
- Kayako
- LiveZilla
- Olark
- Provide Support
- PureChat
- UserLike
- Velaro
- Woopra

Market driver

- Increased need to improve CRM
- For a full, detailed list, view our report

Market challenge

- Requirement of compliances
- For a full, detailed list, view our report

Market trend

- Live chat software integration with social media
- For a full, detailed list, view our report

Key questions answered in this report

- What will the market size be in 2020 and what will the growth rate be?
- What are the key market trends?
- What is driving this market?
- What are the challenges to market growth?
- Who are the key vendors in this market space?
- What are the market opportunities and threats faced by the key vendors?
- What are the strengths and weaknesses of the key vendors?

Table of Contents -Major Key Points

PART 01: Executive summary

- Highlights

PART 02: Scope of the report

- Market overview
- End-user segmentation
- Geographical information
- Vendor selection
- Summation errors
- Currency exchange rates

PART 03: Market research methodology

- Research methodology
- Economic indicators

PART 04: Introduction

- Key market highlights
- Evolution of live chat software

PART 05: Benefits of live chat software

- Improved customer satisfaction
- Increased sales
- Enhanced customer engagement
- Reduced expenses
- Improved business intelligence

PART 06: Market landscape

- Market overview
- Market size and forecast

PART 07: Market segmentation by end-user

- Global live chat software market by end-user
- Retail and e-commerce
- Travel and hospitality
- IT and consulting
- Telecommunication
- Pharmaceutical

PART 08: Geographical segmentation

- Global live chat software market by geography
- Americas
- EMEA
- APAC

PART 09: Market drivers

- Increased need to improve CRM
- Increase in adoption of live chat software in healthcare insurance industry
- Advantages of live chat over other customer support options

PART 10: Impact of drivers

PART 11: Market challenges

- Requirement of compliances
- Increasing demand for web self-service
- Lack of standardization

PART 12: Impact of drivers and challenges

PART 13: Market trends

- Live chat software integration with social media
- Increase in mobility
- Growing popularity of live chat

PART 14: Impact of trends

PART 15: Five forces model

.....CONTINUED

Norah Trent

WiseGuy Research Consultants Pvt. Ltd.

+1 646 845 9349 / +44 208 133 9349

email us here

This press release can be viewed online at: <http://www.einpresswire.com>

Disclaimer: If you have any questions regarding information in this press release please contact the company listed in the press release. Please do not contact EIN Presswire. We will be unable to assist you with your inquiry. EIN Presswire disclaims any content contained in these releases.

© 1995-2018 IPD Group, Inc. All Right Reserved.