



Live Chat Software Market is Expected to Grow at a CAGR of 7.98% During 2016 - 2020

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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.

Research 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.

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

- Americas
- APAC
- EMEA

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

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