Competitive Landscape

The chatbot market is highly competitive, owing to the presence of many small and large players in the market. The market is concentrated with the key players adopting strategies, such as product innovation, to stay ahead of the competition. Some of the players in the market are IBM Corporation, Dialogflow (Google), and Amazon Web Services Inc. (Amazon Lex), among others.

April 2020 - IBM with its Watson Assistant chatbots is helping government agencies, healthcare organizations, and academic institutions throughout the world to use AI to put critical data and information into the hands of their citizens.

February 2020 - Creative Virtual has a partnership with Spitch AG, the leading developer of enterprise speech solutions in Switzerland. The collaboration will utilize the best-of-breed technologies of both companies to provide their customers with innovative self-service solutions. The integration of Creative Virtual’s V-Person natural language chatbots and Spitch's voice technology brings an industry-leading voice bot offering to the market.

Competitors to ChatBot:

TARS, Intercom, Drift, and Birdeye etc