

Voice Banking Market By Component (Solution, Services), By Deployment Mode (On-Premise, Cloud), By Technology (Machine Learning, Deep Learning, Natural Language Processing, Others), By Application (Banks, NBFCs, Credit Unions, Others): Global Opportunity Analysis and Industry Forecast, 2021-2031

Market Report | 2022-11-01 | 227 pages | Allied Market Research

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Report description:

Voice banking is a term used for performing banking transactions or professional banking consultations via a remote voice connection. Voice banking is a type of communication between a bank employee and a customer using voice call. In addition, customers may communicate with their bank through voice banking while at home by utilizing a laptop, tablet, or smartphone. It connects a client with a banker or financial counselor via live voice call.

There is an increase in the demand for voice banking service due to personalized services to customers. Personalization in banking is about delivering a valuable service or product to a customer based on personal experiences and historical customer data. In addition, growth in digital banking services and reduction in bank visit by customers are driving the growth of the market. However, regulatory complications of voice banking and security and privacy concerns have emerged as key industry problems. On the contrary, growing usage of Artificial Intelligence in voice banking is projected to remain opportunistic for the voice banking market growth.□□

The voice banking market is segmented on the basis of component, deployment mode, and application. By component, it is categorized into solution and services. By deployment mode, it is bifurcated into on-premise and cloud. By technology, it is classified into machine learning, deep learning, natural language processing and others. By application, it is divided into banks, NBFCs, credit union, and others. By region, it is analyzed across North America, Europe, Asia-Pacific, and LAMEA.

The report analyzes the profiles of key players operating in the Voice banking market such as Acapela Group, Axis Bank, BankBuddy, Central 1 Credit Union, DBS Bank, Emirates NBD Bank, HSBC, IndusInd Bank, NatWest Group and U.S. Bank. These players have adopted various strategies to increase their market penetration and strengthen their position in the voice banking market share.

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Key benefits for stakeholders

- The study provides in-depth analysis of the global voice banking market along with the current & future trends to illustrate the imminent investment pockets.
- Information about key drivers, restrains, & opportunities and their impact analysis on the global voice banking market size are provided in the report.
- Porter's five forces analysis illustrates the potency of buyers and suppliers operating in the industry.
- The quantitative analysis of the global voice banking market from 2022 to 2031 is provided to determine the market potential.

Key Market Segments

By Application

- Banks
- NBFCs
- Credit Unions
- Others

By Component

- Solution
- Services

By Deployment Mode

- On-Premise
- Cloud

By Technology

- Machine Learning
- Deep Learning
- Natural Language Processing
- Others

By Region

- North America
- U.S.
- Canada
- Europe
- UK
- Germany
- France
- Italy
- Spain
- Rest of Europe
- Asia-Pacific
- China
- Japan
- India
- Australia
- South Korea
- Rest of Asia-Pacific
- LAMEA
- Latin America
- Middle East
- Africa

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- Key Market Players
- U.S. Bank
- Axis Bank
- HSBC
- Emirates NBD Bank
- IndusInd Bank
- NatWest Group
- BankBuddy
- Central 1 Credit Union
- DBS Bank
- Acapela Group

Table of Contents:

CHAPTER 1:INTRODUCTION

- 1.1.Report description
- 1.2.Key market segments
- 1.3.Key benefits to the stakeholders
- 1.4.Research Methodology
 - 1.4.1.Secondary research
 - 1.4.2.Primary research
 - 1.4.3.Analyst tools and models

CHAPTER 2:EXECUTIVE SUMMARY

- 2.1.Key findings of the study
- 2.2.CXO Perspective

CHAPTER 3:MARKET OVERVIEW

- 3.1.Market definition and scope
- 3.2.Key findings
 - 3.2.1.Top investment pockets
- 3.3.Porter's five forces analysis
- 3.4.Top player positioning
- 3.5.Market dynamics
 - 3.5.1.Drivers
 - 3.5.2.Restraints
 - 3.5.3.Opportunities
- 3.6.COVID-19 Impact Analysis on the market

CHAPTER 4: VOICE BANKING MARKET, BY COMPONENT

- 4.1 Overview
 - 4.1.1 Market size and forecast
- 4.2 Solution
 - 4.2.1 Key market trends, growth factors and opportunities
 - 4.2.2 Market size and forecast, by region
 - 4.2.3 Market share analysis by country
- 4.3 Services
 - 4.3.1 Key market trends, growth factors and opportunities
 - 4.3.2 Market size and forecast, by region
 - 4.3.3 Market share analysis by country

CHAPTER 5: VOICE BANKING MARKET, BY DEPLOYMENT MODE

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- 5.1 Overview
 - 5.1.1 Market size and forecast
- 5.2 On-Premise
 - 5.2.1 Key market trends, growth factors and opportunities
 - 5.2.2 Market size and forecast, by region
 - 5.2.3 Market share analysis by country
- 5.3 Cloud
 - 5.3.1 Key market trends, growth factors and opportunities
 - 5.3.2 Market size and forecast, by region
 - 5.3.3 Market share analysis by country
- CHAPTER 6: VOICE BANKING MARKET, BY TECHNOLOGY
 - 6.1 Overview
 - 6.1.1 Market size and forecast
 - 6.2 Machine Learning
 - 6.2.1 Key market trends, growth factors and opportunities
 - 6.2.2 Market size and forecast, by region
 - 6.2.3 Market share analysis by country
 - 6.3 Deep Learning
 - 6.3.1 Key market trends, growth factors and opportunities
 - 6.3.2 Market size and forecast, by region
 - 6.3.3 Market share analysis by country
 - 6.4 Natural Language Processing
 - 6.4.1 Key market trends, growth factors and opportunities
 - 6.4.2 Market size and forecast, by region
 - 6.4.3 Market share analysis by country
 - 6.5 Others
 - 6.5.1 Key market trends, growth factors and opportunities
 - 6.5.2 Market size and forecast, by region
 - 6.5.3 Market share analysis by country
- CHAPTER 7: VOICE BANKING MARKET, BY APPLICATION
 - 7.1 Overview
 - 7.1.1 Market size and forecast
 - 7.2 Banks
 - 7.2.1 Key market trends, growth factors and opportunities
 - 7.2.2 Market size and forecast, by region
 - 7.2.3 Market share analysis by country
 - 7.3 NBFCs
 - 7.3.1 Key market trends, growth factors and opportunities
 - 7.3.2 Market size and forecast, by region
 - 7.3.3 Market share analysis by country
 - 7.4 Credit Unions
 - 7.4.1 Key market trends, growth factors and opportunities
 - 7.4.2 Market size and forecast, by region
 - 7.4.3 Market share analysis by country
 - 7.5 Others
 - 7.5.1 Key market trends, growth factors and opportunities
 - 7.5.2 Market size and forecast, by region

7.5.3 Market share analysis by country

CHAPTER 8: VOICE BANKING MARKET, BY REGION

8.1 Overview

8.1.1 Market size and forecast

8.2 North America

8.2.1 Key trends and opportunities

8.2.2 North America Market size and forecast, by Component

8.2.3 North America Market size and forecast, by Deployment Mode

8.2.4 North America Market size and forecast, by Technology

8.2.5 North America Market size and forecast, by Application

8.2.6 North America Market size and forecast, by country

8.2.6.1 U.S.

8.2.6.1.1 Key market trends, growth factors and opportunities

8.2.6.1.2 Market size and forecast, by Component

8.2.6.1.3 Market size and forecast, by Deployment Mode

8.2.6.1.4 Market size and forecast, by Technology

8.2.6.1.5 Market size and forecast, by Application

8.2.6.2 Canada

8.2.6.2.1 Key market trends, growth factors and opportunities

8.2.6.2.2 Market size and forecast, by Component

8.2.6.2.3 Market size and forecast, by Deployment Mode

8.2.6.2.4 Market size and forecast, by Technology

8.2.6.2.5 Market size and forecast, by Application

8.3 Europe

8.3.1 Key trends and opportunities

8.3.2 Europe Market size and forecast, by Component

8.3.3 Europe Market size and forecast, by Deployment Mode

8.3.4 Europe Market size and forecast, by Technology

8.3.5 Europe Market size and forecast, by Application

8.3.6 Europe Market size and forecast, by country

8.3.6.1 UK

8.3.6.1.1 Key market trends, growth factors and opportunities

8.3.6.1.2 Market size and forecast, by Component

8.3.6.1.3 Market size and forecast, by Deployment Mode

8.3.6.1.4 Market size and forecast, by Technology

8.3.6.1.5 Market size and forecast, by Application

8.3.6.2 Germany

8.3.6.2.1 Key market trends, growth factors and opportunities

8.3.6.2.2 Market size and forecast, by Component

8.3.6.2.3 Market size and forecast, by Deployment Mode

8.3.6.2.4 Market size and forecast, by Technology

8.3.6.2.5 Market size and forecast, by Application

8.3.6.3 France

8.3.6.3.1 Key market trends, growth factors and opportunities

8.3.6.3.2 Market size and forecast, by Component

8.3.6.3.3 Market size and forecast, by Deployment Mode

8.3.6.3.4 Market size and forecast, by Technology

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- 8.3.6.3.5 Market size and forecast, by Application
- 8.3.6.4 Italy
 - 8.3.6.4.1 Key market trends, growth factors and opportunities
 - 8.3.6.4.2 Market size and forecast, by Component
 - 8.3.6.4.3 Market size and forecast, by Deployment Mode
 - 8.3.6.4.4 Market size and forecast, by Technology
 - 8.3.6.4.5 Market size and forecast, by Application
- 8.3.6.5 Spain
 - 8.3.6.5.1 Key market trends, growth factors and opportunities
 - 8.3.6.5.2 Market size and forecast, by Component
 - 8.3.6.5.3 Market size and forecast, by Deployment Mode
 - 8.3.6.5.4 Market size and forecast, by Technology
 - 8.3.6.5.5 Market size and forecast, by Application
- 8.3.6.6 Rest of Europe
 - 8.3.6.6.1 Key market trends, growth factors and opportunities
 - 8.3.6.6.2 Market size and forecast, by Component
 - 8.3.6.6.3 Market size and forecast, by Deployment Mode
 - 8.3.6.6.4 Market size and forecast, by Technology
 - 8.3.6.6.5 Market size and forecast, by Application
- 8.4 Asia-Pacific
 - 8.4.1 Key trends and opportunities
 - 8.4.2 Asia-Pacific Market size and forecast, by Component
 - 8.4.3 Asia-Pacific Market size and forecast, by Deployment Mode
 - 8.4.4 Asia-Pacific Market size and forecast, by Technology
 - 8.4.5 Asia-Pacific Market size and forecast, by Application
 - 8.4.6 Asia-Pacific Market size and forecast, by country
 - 8.4.6.1 China
 - 8.4.6.1.1 Key market trends, growth factors and opportunities
 - 8.4.6.1.2 Market size and forecast, by Component
 - 8.4.6.1.3 Market size and forecast, by Deployment Mode
 - 8.4.6.1.4 Market size and forecast, by Technology
 - 8.4.6.1.5 Market size and forecast, by Application
 - 8.4.6.2 Japan
 - 8.4.6.2.1 Key market trends, growth factors and opportunities
 - 8.4.6.2.2 Market size and forecast, by Component
 - 8.4.6.2.3 Market size and forecast, by Deployment Mode
 - 8.4.6.2.4 Market size and forecast, by Technology
 - 8.4.6.2.5 Market size and forecast, by Application
 - 8.4.6.3 India
 - 8.4.6.3.1 Key market trends, growth factors and opportunities
 - 8.4.6.3.2 Market size and forecast, by Component
 - 8.4.6.3.3 Market size and forecast, by Deployment Mode
 - 8.4.6.3.4 Market size and forecast, by Technology
 - 8.4.6.3.5 Market size and forecast, by Application
 - 8.4.6.4 Australia
 - 8.4.6.4.1 Key market trends, growth factors and opportunities
 - 8.4.6.4.2 Market size and forecast, by Component

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- 8.4.6.4.3 Market size and forecast, by Deployment Mode
- 8.4.6.4.4 Market size and forecast, by Technology
- 8.4.6.4.5 Market size and forecast, by Application
- 8.4.6.5 South Korea
 - 8.4.6.5.1 Key market trends, growth factors and opportunities
 - 8.4.6.5.2 Market size and forecast, by Component
 - 8.4.6.5.3 Market size and forecast, by Deployment Mode
 - 8.4.6.5.4 Market size and forecast, by Technology
 - 8.4.6.5.5 Market size and forecast, by Application
- 8.4.6.6 Rest of Asia-Pacific
 - 8.4.6.6.1 Key market trends, growth factors and opportunities
 - 8.4.6.6.2 Market size and forecast, by Component
 - 8.4.6.6.3 Market size and forecast, by Deployment Mode
 - 8.4.6.6.4 Market size and forecast, by Technology
 - 8.4.6.6.5 Market size and forecast, by Application
- 8.5 LAMEA
 - 8.5.1 Key trends and opportunities
 - 8.5.2 LAMEA Market size and forecast, by Component
 - 8.5.3 LAMEA Market size and forecast, by Deployment Mode
 - 8.5.4 LAMEA Market size and forecast, by Technology
 - 8.5.5 LAMEA Market size and forecast, by Application
 - 8.5.6 LAMEA Market size and forecast, by country
 - 8.5.6.1 Latin America
 - 8.5.6.1.1 Key market trends, growth factors and opportunities
 - 8.5.6.1.2 Market size and forecast, by Component
 - 8.5.6.1.3 Market size and forecast, by Deployment Mode
 - 8.5.6.1.4 Market size and forecast, by Technology
 - 8.5.6.1.5 Market size and forecast, by Application
 - 8.5.6.2 Middle East
 - 8.5.6.2.1 Key market trends, growth factors and opportunities
 - 8.5.6.2.2 Market size and forecast, by Component
 - 8.5.6.2.3 Market size and forecast, by Deployment Mode
 - 8.5.6.2.4 Market size and forecast, by Technology
 - 8.5.6.2.5 Market size and forecast, by Application
 - 8.5.6.3 Africa
 - 8.5.6.3.1 Key market trends, growth factors and opportunities
 - 8.5.6.3.2 Market size and forecast, by Component
 - 8.5.6.3.3 Market size and forecast, by Deployment Mode
 - 8.5.6.3.4 Market size and forecast, by Technology
 - 8.5.6.3.5 Market size and forecast, by Application

CHAPTER 9: COMPANY LANDSCAPE

- 9.1. Introduction
- 9.2. Top winning strategies
- 9.3. Product Mapping of Top 10 Player
- 9.4. Competitive Dashboard
- 9.5. Competitive Heatmap
- 9.6. Key developments

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CHAPTER 10: COMPANY PROFILES

10.1 U.S. Bank

10.1.1 Company overview

10.1.2 Company snapshot

10.1.3 Operating business segments

10.1.4 Product portfolio

10.1.5 Business performance

10.1.6 Key strategic moves and developments

10.2 Axis Bank

10.2.1 Company overview

10.2.2 Company snapshot

10.2.3 Operating business segments

10.2.4 Product portfolio

10.2.5 Business performance

10.2.6 Key strategic moves and developments

10.3 HSBC

10.3.1 Company overview

10.3.2 Company snapshot

10.3.3 Operating business segments

10.3.4 Product portfolio

10.3.5 Business performance

10.3.6 Key strategic moves and developments

10.4 Acapela Group

10.4.1 Company overview

10.4.2 Company snapshot

10.4.3 Operating business segments

10.4.4 Product portfolio

10.4.5 Business performance

10.4.6 Key strategic moves and developments

10.5 BankBuddy

10.5.1 Company overview

10.5.2 Company snapshot

10.5.3 Operating business segments

10.5.4 Product portfolio

10.5.5 Business performance

10.5.6 Key strategic moves and developments

10.6 Central 1 Credit Union

10.6.1 Company overview

10.6.2 Company snapshot

10.6.3 Operating business segments

10.6.4 Product portfolio

10.6.5 Business performance

10.6.6 Key strategic moves and developments

10.7 DBS Bank

10.7.1 Company overview

10.7.2 Company snapshot

10.7.3 Operating business segments

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- 10.7.4 Product portfolio
- 10.7.5 Business performance
- 10.7.6 Key strategic moves and developments
- 10.8 IndusInd Bank
 - 10.8.1 Company overview
 - 10.8.2 Company snapshot
 - 10.8.3 Operating business segments
 - 10.8.4 Product portfolio
 - 10.8.5 Business performance
 - 10.8.6 Key strategic moves and developments
- 10.9 NatWest Group
 - 10.9.1 Company overview
 - 10.9.2 Company snapshot
 - 10.9.3 Operating business segments
 - 10.9.4 Product portfolio
 - 10.9.5 Business performance
 - 10.9.6 Key strategic moves and developments
- 10.10 Emirates NBD Bank
 - 10.10.1 Company overview
 - 10.10.2 Company snapshot
 - 10.10.3 Operating business segments
 - 10.10.4 Product portfolio
 - 10.10.5 Business performance
 - 10.10.6 Key strategic moves and developments

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