Knowledge management, a mature sector, is experiencing a long-overdue resurgence in 2018. KM has become revitalized because of the convergence of several industry trends, particularly the growing interest in incorporating artificial intelligence (AI) into contact center solutions. AI solutions require a source of knowledge, and KM solutions can address this need by providing a centralized repository for information gathered across the enterprise.

In 2018, the global Knowledge Management market size was xx million US$ and it is expected to reach xx million US$ by the end of 2025, with a CAGR of xx% during 2019-2025. This report focuses on the global Knowledge Management status, future forecast, growth opportunity, key market and key players. The study objectives are to present the Knowledge Management development in United States, Europe and China. The key players covered in this study are:

- CallidusCloud
- ProProfs
- Pgi
- Bloomfire
- Chadha Software Technologies
- ComAround
- MindTouch

Market segment by Type, the product can be split into:

- Knowledge Management Process
- Knowledge Management Systems
- Knowledge Management Mechanisms and Technologies
- Knowledge Management Infrastructure

Market segment by Application, split into:

- SME’s
- Large Enterprise

Market segment by Regions/Countries, this report covers:

- United States
- Europe
- China
- Japan
- Southeast Asia
- India
- Central & South America

The study objectives of this report are:

- To analyze global Knowledge Management status, future forecast, growth opportunity, key market and key players.
- To present the Knowledge Management development in United States, Europe and China.
- To strategically profile the key players and comprehensively analyze their development plan and strategies.
- To define, describe and forecast the market by product type, market and key regions.

In this study, the years considered to estimate the market size of Knowledge Management are as follows:

- History Year: 2014-2018
- Base Year: 2018
- Estimated Year: 2019
- Forecast Year 2019 to 2025

For the data information by region, company, type and application, 2018 is considered as the base year. Whenever data information was unavailable for the base year, the prior year has been considered.
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