

2015-2025 Global Agent Performance Optimization (APO) Market Research by Type, End-Use and Region (COVID-19)

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Abstracts

SUMMARY

Agent Performance Optimization covers everything from workforce and performance management, quality monitoring, analytics and virtual agents. Agent performance optimization is widely used in contact centers for agent-facing technologies. These contact center applications essentially seek to reduce workforce costs, increase agent effectiveness, and improve service levels. These tools ease manager's task in planning schedules, forecasting agent requirements, measuring agent performance, analyzing results and improving outcomes.

The global Agent Performance Optimization (APO) market is expected to reach xxx Million USD by 2025, with a CAGR of xx% from 2020 to 2025.

Further key aspects of the report indicate that:

Chapter 1: Market Definition and Segment by Type, End-Use & Major Regions
Market Size

Chapter 2: Global Production & Consumption Market by Type and End-Use

Chapter 3: Europe Production & Consumption Market by Type and End-Use

Chapter 4: America Production & Consumption Market by Type and End-Use

Chapter 5: Asia Production & Consumption Market by Type and End-Use

Chapter 6: Oceania Production & Consumption Market by Type and End-Use

Chapter 7: Africa Production & Consumption Market by Type and End-Use

Chapter 8: Global Market Forecast by Type, End-Use and Region

Chapter 9: Company information, Sales, Cost, Margin, news etc.

Chapter 10: Market Competition by Companies and Market Concentration Ratio

Chapter 11: Market Impact by Coronavirus.

Chapter 12: Industry Summary

Market Segment as follows:

Key Companies

NICE Ltd

Genesys

Verint Systems Inc

Aspect

Calabrio

Five9

Teleopti AB

ZOOM International

InVision AG

Upstream Works Software

Envision Telephony

CallMiner

CallFinder

HigherGround, Inc.

Key Types

Cloud Based

On Premises

Key End-Use

Small & Mid-sized Businesses

Large Enterprises

This report can be dispatched within 24-48 Hours.

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