

# Cloud Based Contact Center Market Status and Trend Analysis 2017-2026 (COVID-19 Version)

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## Abstracts

### SUMMARY

Further key aspects of the report indicate that:

Chapter 1: Research Scope: Product Definition, Type, End-Use & Methodology

Chapter 2: Global Industry Summary

Chapter 3: Market Dynamics

Chapter 4: Global Market Segmentation by region, type and End-Use

Chapter 5: North America Market Segmentation by region, type and End-Use

Chapter 6: Europe Market Segmentation by region, type and End-Use

Chapter 7: Asia-Pacific Market Segmentation by region, type and End-Use

Chapter 8: South America Market Segmentation by region, type and End-Use

Chapter 9: Middle East and Africa Market Segmentation by region, type and End-Use.

Chapter 10: Market Competition by Companies

Chapter 11: Market forecast and environment forecast.

Chapter 12: Industry Summary.

The global Cloud Based Contact Center market has the potential to grow with xx million USD with growing CAGR in the forecast period from 2021f to 2026f. Factors driving the market for @@@@ are the significant development of demand and improvement of COVID-19 and geo-economics.

Based on the type of product, the global Cloud Based Contact Center market segmented into

Professional Services

System Integrator

Managed Services

Based on the end-use, the global Cloud Based Contact Center market classified into

Call Routing and Queuing

Data Integration and Recording

Chat Quality Monitoring

Real-Time Decision Making

Workforce Optimization

Based on geography, the global Cloud Based Contact Center market segmented into

North America [U.S., Canada, Mexico]

Europe [Germany, UK, France, Italy, Rest of Europe]

Asia-Pacific [China, India, Japan, South Korea, Southeast Asia, Australia, Rest of Asia Pacific]

South America [Brazil, Argentina, Rest of Latin America]

Middle East & Africa [GCC, North Africa, South Africa, Rest of Middle East and Africa]

And the major players included in the report are

Interactive Intelligence Group Inc

CiscoSystems Inc

Five Inc

Genesys Telecommunications Laboratories Inc

Oracle Corporation

X Inc

Incontact Inc

3clogic Inc

ConnectFirst Inc

Aspect Software

Mitel Networks Corporation

Liveops Social

## Contents

### **1 RESEARCH SCOPE**

- 1.1 Research Product Definition
- 1.2 Research Segmentation
  - 1.2.1 Product Type
  - 1.2.2 Main product Type of Major Players
- 1.3 Demand Overview
- 1.4 Research Methodology

### **2 GLOBAL CLOUD BASED CONTACT CENTER INDUSTRY**

- 2.1 Summary about Cloud Based Contact Center Industry
- 2.2 Cloud Based Contact Center Market Trends
  - 2.2.1 Cloud Based Contact Center Production & Consumption Trends
  - 2.2.2 Cloud Based Contact Center Demand Structure Trends
- 2.3 Cloud Based Contact Center Cost & Price

### **3 MARKET DYNAMICS**

- 3.1 Manufacturing & Purchasing Behavior in 2020
- 3.2 Market Development under the Impact of COVID-19
  - 3.2.1 Drivers
  - 3.2.2 Restraints
  - 3.2.3 Opportunity
  - 3.2.4 Risk

### **4 GLOBAL MARKET SEGMENTATION**

- 4.1 Region Segmentation (2017 to 2021f)
  - 4.1.1 North America (U.S., Canada and Mexico)
  - 4.1.2 Europe (Germany, UK, France, Italy, Rest of Europe)
  - 4.1.3 Asia-Pacific (China, India, Japan, South Korea, Southeast Asia, Australia, Rest of Asia Pacific)
  - 4.1.4 South America (Brazil,, Argentina, Rest of Latin America)
  - 4.1.5 Middle East and Africa (GCC, North Africa, South Africa, Rest of Middle East and Africa)
- 4.2 Product Type Segmentation (2017 to 2021f)

- 4.2.1 Professional Services
- 4.2.2 System Integrator
- 4.2.3 Managed Services
- 4.3 Consumption Segmentation (2017 to 2021f)
  - 4.3.1 Call Routing and Queuing
  - 4.3.2 Data Integration and Recording
  - 4.3.3 Chat Quality Monitoring
  - 4.3.4 Real-Time Decision Making
  - 4.3.5 Workforce Optimization

## **5 NORTH AMERICA MARKET SEGMENT**

- 5.1 Region Segmentation (2017 to 2021f)
  - 5.1.1 U.S.
  - 5.1.2 Canada
  - 5.1.3 Mexico
- 5.2 Product Type Segmentation (2017 to 2021f)
  - 5.2.1 Professional Services
  - 5.2.2 System Integrator
  - 5.2.3 Managed Services
- 5.3 Consumption Segmentation (2017 to 2021f)
  - 5.3.1 Call Routing and Queuing
  - 5.3.2 Data Integration and Recording
  - 5.3.3 Chat Quality Monitoring
  - 5.3.4 Real-Time Decision Making
  - 5.3.5 Workforce Optimization
- 5.4 Impact of COVID-19 in North America

## **6 EUROPE MARKET SEGMENTATION**

- 6.1 Region Segmentation (2017 to 2021f)
  - 6.1.1 Germany
  - 6.1.2 UK
  - 6.1.3 France
  - 6.1.4 Italy
  - 6.1.5 Rest of Europe
- 6.2 Product Type Segmentation (2017 to 2021f)
  - 6.2.1 Professional Services
  - 6.2.2 System Integrator

- 6.2.3 Managed Services
- 6.3 Consumption Segmentation (2017 to 2021f)
  - 6.3.1 Call Routing and Queuing
  - 6.3.2 Data Integration and Recording
  - 6.3.3 Chat Quality Monitoring
  - 6.3.4 Real-Time Decision Making
  - 6.3.5 Workforce Optimization
- 6.4 Impact of COVID-19 in Europe

## **7 ASIA-PACIFIC MARKET SEGMENTATION**

- 7.1 Region Segmentation (2017 to 2021f)
  - 7.1.1 China
  - 7.1.2 India
  - 7.1.3 Japan
  - 7.1.4 South Korea
  - 7.1.5 Southeast Asia
  - 7.1.6 Australia
  - 7.1.7 Rest of Asia Pacific
- 7.2 Product Type Segmentation (2017 to 2021f)
  - 7.2.1 Professional Services
  - 7.2.2 System Integrator
  - 7.2.3 Managed Services
- 7.3 Consumption Segmentation (2017 to 2021f)
  - 7.3.1 Call Routing and Queuing
  - 7.3.2 Data Integration and Recording
  - 7.3.3 Chat Quality Monitoring
  - 7.3.4 Real-Time Decision Making
  - 7.3.5 Workforce Optimization
- 7.4 Impact of COVID-19 in Europe

## **8 SOUTH AMERICA MARKET SEGMENTATION**

- 8.1 Region Segmentation (2017 to 2021f)
  - 8.1.1 Brazil
  - 8.1.2 Argentina
  - 8.1.3 Rest of Latin America
- 8.2 Product Type Segmentation (2017 to 2021f)
  - 8.2.1 Professional Services

- 8.2.2 System Integrator
- 8.2.3 Managed Services
- 8.3 Consumption Segmentation (2017 to 2021f)
  - 8.3.1 Call Routing and Queuing
  - 8.3.2 Data Integration and Recording
  - 8.3.3 Chat Quality Monitoring
  - 8.3.4 Real-Time Decision Making
  - 8.3.5 Workforce Optimization
- 8.4 Impact of COVID-19 in Europe

## **9 MIDDLE EAST AND AFRICA MARKET SEGMENTATION**

- 9.1 Region Segmentation (2017 to 2021f)
  - 9.1.1 GCC
  - 9.1.2 North Africa
  - 9.1.3 South Africa
  - 9.1.4 Rest of Middle East and Africa
- 9.2 Product Type Segmentation (2017 to 2021f)
  - 9.2.1 Professional Services
  - 9.2.2 System Integrator
  - 9.2.3 Managed Services
- 9.3 Consumption Segmentation (2017 to 2021f)
  - 9.3.1 Call Routing and Queuing
  - 9.3.2 Data Integration and Recording
  - 9.3.3 Chat Quality Monitoring
  - 9.3.4 Real-Time Decision Making
  - 9.3.5 Workforce Optimization
- 9.4 Impact of COVID-19 in Europe

## **10 COMPETITION OF MAJOR PLAYERS**

- 10.1 Brief Introduction of Major Players
  - 10.1.1 Interactive Intelligence Group Inc
  - 10.1.2 CiscoSystems Inc
  - 10.1.3 Five Inc
  - 10.1.4 Genesys Telecommunications Laboratories Inc
  - 10.1.5 Oracle Corporation
  - 10.1.6 X Inc
  - 10.1.7 Incontact Inc

- 10.1.8 3clogic Inc
- 10.1.9 ConnectFirst Inc
- 10.1.10 Aspect Software
- 10.1.11 Mitel Networks Corporation
- 10.1.12 Liveops Social
- 10.2 Cloud Based Contact Center Sales Date of Major Players (2017-2020e)
  - 10.2.1 Interactive Intelligence Group Inc
  - 10.2.2 CiscoSystems Inc
  - 10.2.3 Five Inc
  - 10.2.4 Genesys Telecommunications Laboratories Inc
  - 10.2.5 Oracle Corporation
  - 10.2.6 X Inc
  - 10.2.7 Incontact Inc
  - 10.2.8 3clogic Inc
  - 10.2.9 ConnectFirst Inc
  - 10.2.10 Aspect Software
  - 10.2.11 Mitel Networks Corporation
  - 10.2.12 Liveops Social
- 10.3 Market Distribution of Major Players
- 10.4 Global Competition Segmentation

## **11 MARKET FORECAST**

- 11.1 Forecast by Region
- 11.2 Forecast by Demand
- 11.3 Environment Forecast
  - 11.3.1 Impact of COVID-19
  - 11.3.2 Geopolitics Overview
  - 11.3.3 Economic Overview of Major Countries

## **12 REPORT SUMMARY STATEMENT**



## List Of Tables

### LIST OF TABLES

1. Table Cloud Based Contact Center Product Type Overview
2. Table Cloud Based Contact Center Product Type Market Share List
3. Table Cloud Based Contact Center Product Type of Major Players
4. Table Brief Introduction of Interactive Intelligence Group Inc
5. Table Brief Introduction of CiscoSystems Inc
6. Table Brief Introduction of Five Inc
7. Table Brief Introduction of Genesys Telecommunications Laboratories Inc
8. Table Brief Introduction of Oracle Corporation
9. Table Brief Introduction of X Inc
10. Table Brief Introduction of Incontact Inc
11. Table Brief Introduction of 3clogic Inc
12. Table Brief Introduction of ConnectFirst Inc
13. Table Brief Introduction of Aspect Software
14. Table Brief Introduction of Mitel Networks Corporation
15. Table Brief Introduction of Liveops Social
16. Table Products & Services of Interactive Intelligence Group Inc
17. Table Products & Services of CiscoSystems Inc
18. Table Products & Services of Five Inc
19. Table Products & Services of Genesys Telecommunications Laboratories Inc
20. Table Products & Services of Oracle Corporation
21. Table Products & Services of X Inc
22. Table Products & Services of Incontact Inc
23. Table Products & Services of 3clogic Inc
24. Table Products & Services of ConnectFirst Inc
25. Table Products & Services of Aspect Software
26. Table Products & Services of Mitel Networks Corporation
27. Table Products & Services of Liveops Social
28. Table Market Distribution of Major Players
29. Table Global Major Players Sales Revenue (Million USD) 2017-2020e
30. Table Global Major Players Sales Revenue (Million USD) Share 2017-2020e
31. Table Global Cloud Based Contact Center Market Forecast (Million USD) by Region 2021f-2026f
32. Table Global Cloud Based Contact Center Market Forecast (Million USD) Share by Region 2021f-2026f
33. Table Global Cloud Based Contact Center Market Forecast (Million USD) by Demand 2021f-2026f

34. Table Global Cloud Based Contact Center Market Forecast (Million USD) Share by Demand 2021f-2026f

## List Of Figures

### LIST OF FIGURES

1. Figure Global Cloud Based Contact Center Market Size under the Impact of COVID-19, 2017-2021f (USD Million)
2. Figure Global Cloud Based Contact Center Market by Region under the Impact of COVID-19, 2017-2021f (USD Million)
3. Figure Global Cloud Based Contact Center Market by Product Type under the Impact of COVID-19, 2017-2021f (USD Million)
4. Figure Global Cloud Based Contact Center Market by Demand under the Impact of COVID-19, 2017-2021f (USD Million)
5. Figure Global Cloud Based Contact Center Production by Region under the Impact of COVID-19, 2021-2026 (USD Million)
6. Figure Global Cloud Based Contact Center Consumption by Region under the Impact of COVID-19, 2021-2026 (USD Million)
7. Figure Global Cloud Based Contact Center Consumption by Type under the Impact of COVID-19, 2021-2026 (USD Million)
8. Figure North America Market Size (USD Million) 2017-2021f and Year-over-year (YOY) Growth (%) 2018-2021f
9. Figure Europe Market Size (USD Million) 2017-2021f and Year-over-year (YOY) Growth (%) 2018-2021f
10. Figure Asia-Pacific Market Size (USD Million) 2017-2021f and Year-over-year (YOY) Growth (%) 2018-2021f
11. Figure South America Market Size (USD Million) 2017-2021f and Year-over-year (YOY) Growth (%) 2018-2021f
12. Figure Middle East and Africa Market Size (USD Million) 2017-2021f and Year-over-year (YOY) Growth (%) 2018-2021f
13. Figure Professional Services Segmentation Market Size (USD Million) 2017-2021f and Year-over-year (YOY) Growth (%) 2018-2021f
14. Figure System Integrator Segmentation Market Size (USD Million) 2017-2021f and Year-over-year (YOY) Growth (%) 2018-2021f
15. Figure Managed Services Segmentation Market Size (USD Million) 2017-2021f and Year-over-year (YOY) Growth (%) 2018-2021f
16. Figure Call Routing and Queuing Segmentation Market Size (USD Million) 2017-2021f and Year-over-year (YOY) Growth (%) 2018-2021f
17. Figure Data Integration and Recording Segmentation Market Size (USD Million) 2017-2021f and Year-over-year (YOY) Growth (%) 2018-2021f
18. Figure Chat Quality Monitoring Segmentation Market Size (USD Million) 2017-2021f and Year-over-year (YOY) Growth (%) 2018-2021f

19. Figure Real-Time Decision Making Segmentation Market Size (USD Million) 2017-2021f and Year-over-year (YOY) Growth (%) 2018-2021f
20. Figure Workforce Optimization Segmentation Market Size (USD Million) 2017-2021f and Year-over-year (YOY) Growth (%) 2018-2021f
21. Figure U.S. Market Size (USD Million) 2017-2021f and Year-over-year (YOY) Growth (%) 2018-2021f
22. Figure Canada Market Size (USD Million) 2017-2021f and Year-over-year (YOY) Growth (%) 2018-2021f
23. Figure Mexico Market Size (USD Million) 2017-2021f and Year-over-year (YOY) Growth (%) 2018-2021f
24. Figure Professional Services Segmentation Market Size (USD Million) 2017-2021f and Year-over-year (YOY) Growth (%) 2018-2021f
25. Figure System Integrator Segmentation Market Size (USD Million) 2017-2021f and Year-over-year (YOY) Growth (%) 2018-2021f
26. Figure Managed Services Segmentation Market Size (USD Million) 2017-2021f and Year-over-year (YOY) Growth (%) 2018-2021f
27. Figure Call Routing and Queuing Segmentation Market Size (USD Million) 2017-2021f and Year-over-year (YOY) Growth (%) 2018-2021f
28. Figure Data Integration and Recording Segmentation Market Size (USD Million) 2017-2021f and Year-over-year (YOY) Growth (%) 2018-2021f
29. Figure Chat Quality Monitoring Segmentation Market Size (USD Million) 2017-2021f and Year-over-year (YOY) Growth (%) 2018-2021f
30. Figure Real-Time Decision Making Segmentation Market Size (USD Million) 2017-2021f and Year-over-year (YOY) Growth (%) 2018-2021f
31. Figure Workforce Optimization Segmentation Market Size (USD Million) 2017-2021f and Year-over-year (YOY) Growth (%) 2018-2021f
32. Figure Germany Market Size (USD Million) 2017-2021f and Year-over-year (YOY) Growth (%) 2018-2021f
33. Figure UK Market Size (USD Million) 2017-2021f and Year-over-year (YOY) Growth (%) 2018-2021f
34. Figure France Market Size (USD Million) 2017-2021f and Year-over-year (YOY) Growth (%) 2018-2021f
35. Figure Italy Market Size (USD Million) 2017-2021f and Year-over-year (YOY) Growth (%) 2018-2021f
36. Figure Rest of Europe Market Size (USD Million) 2017-2021f and Year-over-year (YOY) Growth (%) 2018-2021f
37. Figure Professional Services Segmentation Market Size (USD Million) 2017-2021f and Year-over-year (YOY) Growth (%) 2018-2021f
38. Figure System Integrator Segmentation Market Size (USD Million) 2017-2021f and

Year-over-year (YOY) Growth (%) 2018-2021f

39. Figure Managed Services Segmentation Market Size (USD Million) 2017-2021f and Year-over-year (YOY) Growth (%) 2018-2021f

40. Figure Call Routing and Queuing Segmentation Market Size (USD Million) 2017-2021f and Year-over-year (YOY) Growth (%) 2018-2021f

41. Figure Data Integration and Recording Segmentation Market Size (USD Million) 2017-2021f and Year-over-year (YOY) Growth (%) 2018-2021f

42. Figure Chat Quality Monitoring Segmentation Market Size (USD Million) 2017-2021f and Year-over-year (YOY) Growth (%) 2018-2021f

43. Figure Real-Time Decision Making Segmentation Market Size (USD Million) 2017-2021f and Year-over-year (YOY) Growth (%) 2018-2021f

44. Figure Workforce Optimization Segmentation Market Size (USD Million) 2017-2021f and Year-over-year (YOY) Growth (%) 2018-2021f

45. Figure China Market Size (USD Million) 2017-2021f and Year-over-year (YOY) Growth (%) 2018-2021f

46. Figure India Market Size (USD Million) 2017-2021f and Year-over-year (YOY) Growth (%) 2018-2021f

47. Figure Japan Market Size (USD Million) 2017-2021f and Year-over-year (YOY) Growth (%) 2018-2021f

48. Figure South Korea Market Size (USD Million) 2017-2021f and Year-over-year (YOY) Growth (%) 2018-2021f

49. Figure Southeast Asia Market Size (USD Million) 2017-2021f and Year-over-year (YOY) Growth (%) 2018-2021f

50. Figure Australia Market Size (USD Million) 2017-2021f and Year-over-year (YOY) Growth (%) 2018-2021f

51. Figure Rest of Asia Pacific Market Size (USD Million) 2017-2021f and Year-over-year (YOY) Growth (%) 2018-2021f

52. Figure Professional Services Segmentation Market Size (USD Million) 2017-2021f and Year-over-year (YOY) Growth (%) 2018-2021f

53. Figure System Integrator Segmentation Market Size (USD Million) 2017-2021f and Year-over-year (YOY) Growth (%) 2018-2021f

54. Figure Managed Services Segmentation Market Size (USD Million) 2017-2021f and Year-over-year (YOY) Growth (%) 2018-2021f

55. Figure Call Routing and Queuing Segmentation Market Size (USD Million) 2017-2021f and Year-over-year (YOY) Growth (%) 2018-2021f

56. Figure Data Integration and Recording Segmentation Market Size (USD Million) 2017-2021f and Year-over-year (YOY) Growth (%) 2018-2021f

57. Figure Chat Quality Monitoring Segmentation Market Size (USD Million) 2017-2021f and Year-over-year (YOY) Growth (%) 2018-2021f

- 58. Figure Real-Time Decision Making Segmentation Market Size (USD Million) 2017-2021f and Year-over-year (YOY) Growth (%) 2018-2021f
- 59. Figure Workforce Optimization Segmentation Market Size (USD Million) 2017-2021f and Year-over-year (YOY) Growth (%) 2018-2021f
- 60. Figure Brazil Market Size (USD Million) 2017-2021f and Year-over-year (YOY) Growth (%) 2018-2021f
- 61. Figure Argentina Market Size (USD Million) 2017-2021f and Year-over-year (YOY) Growth (%) 2018-2021f
- 62. Figure Rest of Latin America Market Size (USD Million) 2017-2021f and Year-over-year (YOY) Growth (%) 2018-2021f
- 63. Figure Professional Services Segmentation Market Size (USD Million) 2017-2021f and Year-over-year (YOY) Growth (%) 2018-2021f
- 64. Figure System Integrator Segmentation Market Size (USD Million) 2017-2021f and Year-over-year (YOY) Growth (%) 2018-2021f
- 65. Figure Managed Services Segmentation Market Size (USD Million) 2017-2021f and Year-over-year (YOY) Growth (%) 2018-2021f
- 66. Figure Call Routing and Queuing Segmentation Market Size (USD Million) 2017-2021f and Year-over-year (YOY) Growth (%) 2018-2021f
- 67. Figure Data Integration and Recording Segmentation Market Size (USD Million) 2017-2021f and Year-over-year (YOY) Growth (%) 2018-2021f
- 68. Figure Chat Quality Monitoring Segmentation Market Size (USD Million) 2017-2021f and Year-over-year (YOY) Growth (%) 2018-2021f
- 69. Figure Real-Time Decision Making Segmentation Market Size (USD Million) 2017-2021f and Year-over-year (YOY) Growth (%) 2018-2021f
- 70. Figure Workforce Optimization Segmentation Market Size (USD Million) 2017-2021f and Year-over-year (YOY) Growth (%) 2018

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