

# Contact Center Market Research: Global Status & Forecast by Geography, Type & Application (2017-2027)

<https://marketpublishers.com/r/CBDEBCCBCE8EN.html>

Date: October 2021

Pages: 49

Price: US\$ 2,280.00 (Single User License)

ID: CBDEBCCBCE8EN

## Abstracts

According to 99Strategy, the Global Contact Center Market is estimated to reach xxx million USD in 2021 and projected to grow at the CAGR of xx% during the 2022-2027. The report analyses the global Contact Center market, the market size and growth, as well as the major market participants.

The analysis includes market size, upstream situation, market segmentation, market segmentation, price & cost and industry environment. In addition, the report outlines the factors driving industry growth and the description of market channels. The report begins from overview of industrial chain structure, and describes the upstream. Besides, the report analyses market size and forecast in different geographies, type and end-use segment, in addition, the report introduces market competition overview among the major companies and companies profiles, besides, market price and channel features are covered in the report.

## Key Regions

Asia Pacific

North America

Europe

South America

Middle East & Africa

## Key Companies

Teleperformance

Alorica

Convergys

Atento S.A

Sykes Enterprises

Arvato

Serco Group

Acticall (Sitel)

Transcom

TeleTech

Concentrix (SYNNEX)

HKT Teleservices

Comdata Group

## Key Product Type

On-Premise Type

Cloud-based Type

## Market by Application

Telecommunication

BFSI

Government and Public Sector

Healthcare and Life Sciences

Retail and Consumer Goods

Others

#### Main Aspects covered in the Report

Overview of the Contact Center market including production, consumption, status & forecast and market growth

2017-2021 historical data and 2022-2027 market forecast

Geographical analysis including major countries

Overview the product type market including development

Overview the end-user market including development

## Contents

### 1 INDUSTRIAL CHAIN OVERVIEW

#### 1.1 Contact Center Industry

##### 1.1.1 Overview

Figure Contact Center Picture List

##### 1.1.2 Characteristics of Contact Center

#### 1.2 Upstream

##### 1.2.1 Major Materials

##### 1.2.2 Manufacturing Overview

#### 1.3 Product List By Type

##### 1.3.1 On-Premise Type

##### 1.3.2 Cloud-based Type

#### 1.4 End-Use List

##### 1.4.1 Demand in Telecommunication

##### 1.4.2 Demand in BFSI

##### 1.4.3 Demand in Government and Public Sector

##### 1.4.4 Demand in Healthcare and Life Sciences

##### 1.4.5 Demand in Retail and Consumer Goods

##### 1.4.6 Demand in Others

#### 1.5 Global Market Overview

##### 1.5.1 Global Market Size and Forecast, 2017-2027

Figure Global Market Size and Forecast with Growth Rate, 2017-2027

##### 1.5.2 Global Market Size and Forecast by Geography with CAGR, 2017-2027

Table Global Market Size and Forecast by Geography with Growth Rate, 2017-2027

##### 1.5.3 Global Market Size and Forecast by Product Type with CAGR, 2017-2027

Table Global Market Size and Forecast by Type with Growth Rate, 2017-2027

##### 1.5.4 Global Market Size and Forecast by End-Use with CAGR, 2017-2027

Table Global Market Size and Forecast by End-Use with Growth Rate, 2017-2027

### 2 GLOBAL PRODUCTION & CONSUMPTION BY GEOGRAPHY

#### 2.1 Global Production & Consumption

##### 2.1.1 Global Production

Figure Global Production Amount Status and Growth Rate, 2017-2021, in Million USD

Table Global Production Amount Status and Growth Rate by Geography, 2017-2021, in Million USD

##### 2.1.2 Global Consumption

Figure Global Market Amount and Growth Rate, 2017-2021, in Million USD

Table Global Market Amount and Growth Rate by Geography, 2017-2021, in Million USD

## 2.2 Geographic Production & Consumption

### 2.2.1 Production

#### 2.2.1.1 Asia-Pacific

Figure Asia-Pacific Production Amount Status and Growth Rate, 2017-2021, in Million USD

Table Asia-Pacific Production Amount Status and Growth Rate by Region, 2017-2021, in Million USD

#### 2.2.1.2 North America

Figure North America Production Amount Status and Growth Rate, 2017-2021, in Million USD

Table North America Production Amount Status and Growth Rate by Region, 2017-2021, in Million USD

#### 2.2.1.3 South America

Figure South America Production Amount Status and Growth Rate, 2017-2021, in Million USD

Table South America Production Amount Status and Growth Rate by Region, 2017-2021, in Million USD

#### 2.2.1.4 Europe

Figure Europe Production Amount Status and Growth Rate, 2017-2021, in Million USD

Table Europe Production Amount Status and Growth Rate by Region, 2017-2021, in Million USD

#### 2.2.1.5 Middle East & Africa

Figure Middle East & Africa Production Amount Status and Growth Rate, 2017-2021, in Million USD

Table Middle East & Africa Production Amount Status and Growth Rate by Region, 2017-2021, in Million USD

### 2.2.2 Consumption

#### 2.2.2.1 Asia-Pacific

Figure Asia-Pacific Market Amount and Growth Rate, 2017-2021, in Million USD

Table Asia-Pacific Market Amount and Growth Rate by Region, 2017-2021, in Million USD

#### 2.2.2.2 North America

Figure North America Market Amount and Growth Rate, 2017-2021, in Million USD

Table North America Market Amount and Growth Rate by Region, 2017-2021, in Million USD

#### 2.2.2.3 South America

Figure South America Market Amount and Growth Rate, 2017-2021, in Million USD

Table South America Market Amount and Growth Rate by Region, 2017-2021, in Million USD

#### 2.2.2.4 Europe

Figure Europe Market Amount and Growth Rate, 2017-2021, in Million USD

Table Europe Market Amount and Growth Rate by Region, 2017-2021, in Million USD

#### 2.2.2.5 Middle East & Africa

Figure Middle East & Africa Market Amount and Growth Rate, 2017-2021, in Million USD

Table Middle East & Africa Market Amount and Growth Rate by Region, 2017-2021, in Million USD

### **3 MAJOR MANUFACTURERS INTRODUCTION**

#### 3.1 Manufacturers Overview

Table Major Manufacturers Headquarters and Contact Information

Table Major Manufacturers Production Amount List in 2021

#### 3.2 Manufacturers List

##### 3.2.1 Teleperformance Overview

Table Teleperformance Overview List

##### 3.2.1.1 Product Specifications

##### 3.2.1.2 Business Data (Production Amount (Million USD), Cost, Margin)

Table Contact Center Business Operation of Teleperformance (Production Amount (Million USD), Cost, Gross Margin)

##### 3.2.1.3 Recent Developments

##### 3.2.1.4 Future Strategic Planning

##### 3.2.2 Alorica Overview

Table Alorica Overview List

##### 3.2.2.1 Product Specifications

##### 3.2.2.2 Business Data (Production Amount (Million USD), Cost, Margin)

Table Contact Center Business Operation of Alorica (Production Amount (Million USD), Cost, Gross Margin)

##### 3.2.2.3 Recent Developments

##### 3.2.2.4 Future Strategic Planning

##### 3.2.3 Convergys Overview

Table Convergys Overview List

##### 3.2.3.1 Product Specifications

##### 3.2.3.2 Business Data (Production Amount (Million USD), Cost, Margin)

Table Contact Center Business Operation of Convergys (Production Amount (Million

USD), Cost, Gross Margin)

3.2.3.3 Recent Developments

3.2.3.4 Future Strategic Planning

3.2.4 Atento S.A Overview

Table Atento S.A Overview List

3.2.4.1 Product Specifications

3.2.4.2 Business Data (Production Amount (Million USD), Cost, Margin)

Table Contact Center Business Operation of Atento S.A (Production Amount (Million USD), Cost, Gross Margin)

3.2.4.3 Recent Developments

3.2.4.4 Future Strategic Planning

3.2.5 Sykes Enterprises Overview

Table Sykes Enterprises Overview List

3.2.5.1 Product Specifications

3.2.5.2 Business Data (Production Amount (Million USD), Cost, Margin)

Table Contact Center Business Operation of Sykes Enterprises (Production Amount (Million USD), Cost, Gross Margin)

3.2.5.3 Recent Developments

3.2.5.4 Future Strategic Planning

3.2.6 Arvato Overview

Table Arvato Overview List

3.2.6.1 Product Specifications

3.2.6.2 Business Data (Production Amount (Million USD), Cost, Margin)

Table Contact Center Business Operation of Arvato (Production Amount (Million USD), Cost, Gross Margin)

3.2.6.3 Recent Developments

3.2.6.4 Future Strategic Planning

3.2.7 Serco Group Overview

Table Serco Group Overview List

3.2.7.1 Product Specifications

3.2.7.2 Business Data (Production Amount (Million USD), Cost, Margin)

Table Contact Center Business Operation of Serco Group (Production Amount (Million USD), Cost, Gross Margin)

3.2.7.3 Recent Developments

3.2.7.4 Future Strategic Planning

3.2.8 Acticall (Sitel) Overview

Table Acticall (Sitel) Overview List

3.2.8.1 Product Specifications

3.2.8.2 Business Data (Production Amount (Million USD), Cost, Margin)

Table Contact Center Business Operation of Actical (Sitel) (Production Amount (Million USD), Cost, Gross Margin)

3.2.8.3 Recent Developments

3.2.8.4 Future Strategic Planning

3.2.9 Transcom Overview

Table Transcom Overview List

3.2.9.1 Product Specifications

3.2.9.2 Business Data (Production Amount (Million USD), Cost, Margin)

Table Contact Center Business Operation of Transcom (Production Amount (Million USD), Cost, Gross Margin)

3.2.9.3 Recent Developments

3.2.9.4 Future Strategic Planning

3.2.10 TeleTech Overview

Table TeleTech Overview List

3.2.10.1 Product Specifications

3.2.10.2 Business Data (Production Amount (Million USD), Cost, Margin)

Table Contact Center Business Operation of TeleTech (Production Amount (Million USD), Cost, Gross Margin)

3.2.10.3 Recent Developments

3.2.10.4 Future Strategic Planning

3.2.11 Concentrix (SYNNEX) Overview

Table Concentrix (SYNNEX) Overview List

3.2.11.1 Product Specifications

3.2.11.2 Business Data (Production Amount (Million USD), Cost, Margin)

Table Contact Center Business Operation of Concentrix (SYNNEX) (Production Amount (Million USD), Cost, Gross Margin)

3.2.11.3 Recent Developments

3.2.11.4 Future Strategic Planning

3.2.12 HKT Teleservices Overview

Table HKT Teleservices Overview List

3.2.12.1 Product Specifications

3.2.12.2 Business Data (Production Amount (Million USD), Cost, Margin)

Table Contact Center Business Operation of HKT Teleservices (Production Amount (Million USD), Cost, Gross Margin)

3.2.12.3 Recent Developments

3.2.12.4 Future Strategic Planning

3.2.13 Comdata Group Overview

Table Comdata Group Overview List

3.2.13.1 Product Specifications



### 3.2.13.2 Business Data (Production Amount (Million USD), Cost, Margin)

Table Contact Center Business Operation of Comdata Group (Production Amount (Million USD), Cost, Gross Margin)

### 3.2.13.3 Recent Developments

### 3.2.13.4 Future Strategic Planning

## **4 MARKET COMPETITION PATTERN**

### 4.1 Market Size and Sketch

Figure Global Market Size and Growth Rate, 2017-2021, in Million USD

Figure Global Competition Sketch Overview

### 4.2 Company Market Share

#### 4.2.1 Global Production by Major Manufacturers

Table Global Production Amount List by Manufacturers, 2017-2021, in Million USD

Table Global Production Amount Share List by Manufacturers, 2017-2021, in Million USD

Figure Global Production Amount Share by Manufacturers in 2021, in Million USD

#### 4.2.2 Market Concentration Analysis

### 4.3 Market News and Trend

#### 4.3.1 Merger & Acquisition

#### 4.3.2 New Product Launch

## **5 PRODUCT TYPE SEGMENT**

### 5.1 Global Overview by Product Type Segment

Table Global Market Status and Growth Rate by Product Type Segment, 2017-2021, in Million USD

### 5.2 Segment Subdivision by Product Type

#### 5.2.1 Market in On-Premise Type

##### 5.2.1.1 Market Size

Figure Global Market Amount and Growth Rate in On-Premise Type, 2017-2021, in USD Million

##### 5.2.1.2 Situation & Development

#### 5.2.2 Market in Cloud-based Type

##### 5.2.2.1 Market Size

Figure Global Market Amount and Growth Rate in Cloud-based Type, 2017-2021, in USD Million

##### 5.2.2.2 Situation & Development

## **6 END-USE SEGMENT**

### 6.1 Global Overview by End-Use Segment

Table Global Market Status and Growth Rate by End-Use Segment, 2017-2021, in Million USD

### 6.2 Segment Subdivision

#### 6.2.1 Market in Telecommunication

##### 6.2.1.1 Market Size

Figure Global Market Amount and Growth Rate in Telecommunication, 2017-2021, in USD Million

##### 6.2.1.2 Situation & Development

#### 6.2.2 Market in BFSI

##### 6.2.2.1 Market Size

Figure Global Market Amount and Growth Rate in BFSI, 2017-2021, in USD Million

##### 6.2.2.2 Situation & Development

#### 6.2.3 Market in Government and Public Sector

##### 6.2.3.1 Market Size

Figure Global Market Amount and Growth Rate in Government and Public Sector, 2017-2021, in USD Million

##### 6.2.3.2 Situation & Development

#### 6.2.4 Market in Healthcare and Life Sciences

##### 6.2.4.1 Market Size

Figure Global Market Amount and Growth Rate in Healthcare and Life Sciences, 2017-2021, in USD Million

##### 6.2.4.2 Situation & Development

#### 6.2.5 Market in Retail and Consumer Goods

##### 6.2.5.1 Market Size

Figure Global Market Amount and Growth Rate in Retail and Consumer Goods, 2017-2021, in USD Million

##### 6.2.5.2 Situation & Development

#### 6.2.6 Market in Others

##### 6.2.6.1 Market Size

Figure Global Market Amount and Growth Rate in Others, 2017-2021, in USD Million

##### 6.2.6.2 Situation & Development

## **7 MARKET FORECAST & TREND**

### 7.1 Regional Forecast

Table Global Market Forecast by Region Segment 2022-2027, in Million USD

## 7.2 Consumption Forecast

### 7.2.1 Product Type Forecast

Table Global Market Amount by Product Type Segment 2022-2027, in Million USD

### 7.2.2 End-Use Forecast

Table Global Market Amount by End-Use Segment 2022-2027, in Million USD

## 7.3 Investment Trend

## 7.4 Consumption Trend

# 8 PRICE & CHANNEL

## 8.1 Price and Cost

### 8.1.1 Price

### 8.1.2 Cost

Figure Cost Component Ratio

## 8.2 Channel Segment

# 9 MARKET DRIVERS & INVESTMENT ENVIRONMENT

## 9.1 Market Drivers

## 9.2 Investment Environment

## 9.3 Impact of Coronavirus on the Contact Center Industry

### 9.3.1 Impact on Industry Upstream

### 9.3.2 Impact on Industry Downstream

### 9.3.3 Impact on Industry Channels

### 9.3.4 Impact on Industry Competition

### 9.3.5 Impact on Industry Employment

# 10 RESEARCH CONCLUSION

## List Of Tables

### LIST OF TABLES

Table Global Market Size and Forecast by Geography with Growth Rate, 2017-2027

Table Global Market Size and Forecast by Type with Growth Rate, 2017-2027

Table Global Market Size and Forecast by End-Use with Growth Rate, 2017-2027

Table Global Production Amount Status and Growth Rate by Geography, 2017-2021, in Million USD

Table Global Market Amount and Growth Rate by Geography, 2017-2021, in Million USD

Table Asia-Pacific Production Amount Status and Growth Rate by Region, 2017-2021, in Million USD

Table North America Production Amount Status and Growth Rate by Region, 2017-2021, in Million USD

Table South America Production Amount Status and Growth Rate by Region, 2017-2021, in Million USD

Table Europe Production Amount Status and Growth Rate by Region, 2017-2021, in Million USD

Table Middle East & Africa Production Amount Status and Growth Rate by Region, 2017-2021, in Million USD

Table Asia-Pacific Market Amount and Growth Rate by Region, 2017-2021, in Million USD

Table North America Market Amount and Growth Rate by Region, 2017-2021, in Million USD

Table South America Market Amount and Growth Rate by Region, 2017-2021, in Million USD

Table Europe Market Amount and Growth Rate by Region, 2017-2021, in Million USD

Table Middle East & Africa Market Amount and Growth Rate by Region, 2017-2021, in Million USD

Table Major Manufacturers Headquarters and Contact Information

Table Major Manufacturers Production Amount List in 2021

Table Teleperformance Overview List

Table Contact Center Business Operation of Teleperformance (Production Amount (Million USD), Cost, Gross Margin)

Table Alorica Overview List

Table Contact Center Business Operation of Alorica (Production Amount (Million USD), Cost, Gross Margin)

Table Convergys Overview List

Table Contact Center Business Operation of Convergys (Production Amount (Million

USD), Cost, Gross Margin)

Table Atento S.A Overview List

Table Contact Center Business Operation of Atento S.A (Production Amount (Million USD), Cost, Gross Margin)

Table Sykes Enterprises Overview List

Table Contact Center Business Operation of Sykes Enterprises (Production Amount (Million USD), Cost, Gross Margin)

Table Arvato Overview List

Table Contact Center Business Operation of Arvato (Production Amount (Million USD), Cost, Gross Margin)

Table Serco Group Overview List

Table Contact Center Business Operation of Serco Group (Production Amount (Million USD), Cost, Gross Margin)

Table Acticall (Sitel) Overview List

Table Contact Center Business Operation of Acticall (Sitel) (Production Amount (Million USD), Cost, Gross Margin)

Table Transcom Overview List

Table Contact Center Business Operation of Transcom (Production Amount (Million USD), Cost, Gross Margin)

Table TeleTech Overview List

Table Contact Center Business Operation of TeleTech (Production Amount (Million USD), Cost, Gross Margin)

Table Concentrix (SYNNEX) Overview List

Table Contact Center Business Operation of Concentrix (SYNNEX) (Production Amount (Million USD), Cost, Gross Margin)

Table HKT Teleservices Overview List

Table Contact Center Business Operation of HKT Teleservices (Production Amount (Million USD), Cost, Gross Margin)

Table Comdata Group Overview List

Table Contact Center Business Operation of Comdata Group (Production Amount (Million USD), Cost, Gross Margin)

Table Global Production Amount List by Manufacturers, 2017-2021, in Million USD

Table Global Production Amount Share List by Manufacturers, 2017-2021, in Million USD

Table Global Market Status and Growth Rate by Product Type Segment, 2017-2021, in Million USD

Table Global Market Status and Growth Rate by End-Use Segment, 2017-2021, in Million USD

Table Global Market Forecast by Region Segment 2022-2027, in Million USD

Table Global Market Amount by Product Type Segment 2022-2027, in Million USD  
Table Global Market Amount by End-Use Segment 2022-2027, in Million USD

## List Of Figures

### LIST OF FIGURES

Figure Contact Center Picture List

Figure Global Market Size and Forecast with Growth Rate, 2017-2027

Figure Global Production Amount Status and Growth Rate, 2017-2021, in Million USD

Figure Global Market Amount and Growth Rate, 2017-2021, in Million USD

Figure Asia-Pacific Production Amount Status and Growth Rate, 2017-2021, in Million USD

Figure North America Production Amount Status and Growth Rate, 2017-2021, in Million USD

Figure South America Production Amount Status and Growth Rate, 2017-2021, in Million USD

Figure Europe Production Amount Status and Growth Rate, 2017-2021, in Million USD

Figure Middle East & Africa Production Amount Status and Growth Rate, 2017-2021, in Million USD

Figure Asia-Pacific Market Amount and Growth Rate, 2017-2021, in Million USD

Figure North America Market Amount and Growth Rate, 2017-2021, in Million USD

Figure South America Market Amount and Growth Rate, 2017-2021, in Million USD

Figure Europe Market Amount and Growth Rate, 2017-2021, in Million USD

Figure Middle East & Africa Market Amount and Growth Rate, 2017-2021, in Million USD

Figure Global Market Size and Growth Rate, 2017-2021, in Million USD

Figure Global Competition Sketch Overview

Figure Global Production Amount Share by Manufacturers in 2021, in Million USD

Figure Global Market Amount and Growth Rate in On-Premise Type, 2017-2021, in USD Million

Figure Global Market Amount and Growth Rate in Cloud-based Type, 2017-2021, in USD Million

Figure Global Market Amount and Growth Rate in Telecommunication, 2017-2021, in USD Million

Figure Global Market Amount and Growth Rate in BFSI, 2017-2021, in USD Million

Figure Global Market Amount and Growth Rate in Government and Public Sector, 2017-2021, in USD Million

Figure Global Market Amount and Growth Rate in Healthcare and Life Sciences, 2017-2021, in USD Million

Figure Global Market Amount and Growth Rate in Retail and Consumer Goods, 2017-2021, in USD Million

Figure Global Market Amount and Growth Rate in Others, 2017-2021, in USD Million

## Figure Cost Component Ratio



## I would like to order

Product name: Contact Center Market Research: Global Status & Forecast by Geography, Type & Application (2017-2027)

Product link: <https://marketpublishers.com/r/CBDEBCCBCE8EN.html>

Price: US\$ 2,280.00 (Single User License / Electronic Delivery)

If you want to order Corporate License or Hard Copy, please, contact our Customer Service:

[info@marketpublishers.com](mailto:info@marketpublishers.com)

## Payment

To pay by Credit Card (Visa, MasterCard, American Express, PayPal), please, click button on product page <https://marketpublishers.com/r/CBDEBCCBCE8EN.html>

To pay by Wire Transfer, please, fill in your contact details in the form below:

First name:  
Last name:  
Email:  
Company:  
Address:  
City:  
Zip code:  
Country:  
Tel:  
Fax:  
Your message:

**\*\*All fields are required**

Customer signature \_\_\_\_\_

Please, note that by ordering from marketpublishers.com you are agreeing to our Terms & Conditions at <https://marketpublishers.com/docs/terms.html>

To place an order via fax simply print this form, fill in the information below and fax the completed form to +44 20 7900 3970

