

Global Agent Performance Optimization (APO) Market Analysis 2013-2018 and Forecast 2019-2024

<https://marketpublishers.com/r/G06BDE7E319EN.html>

Date: April 2019

Pages: 84

Price: US\$ 2,980.00 (Single User License)

ID: G06BDE7E319EN

Abstracts

SNAPSHOT

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 will reach xxx Million USD in 2019 and CAGR xx% 2019-2024. The report begins from overview of Industry Chain structure, and describes industry environment, then analyses market size and forecast of Agent Performance Optimization (APO) by product, region and application, in addition, this report introduces market competition situation among the vendors and company profile, besides, market price analysis and value chain features are covered in this report.

Product Type Coverage (Market Size & Forecast, Major Company of Product Type etc.):

Cloud Based

On Premises

Company Coverage (Sales Revenue, Price, Gross Margin, Main Products etc.):

NICE Ltd

Genesys

Verint Systems Inc

Aspect

Calabrio

Five9

Teleopti AB

ZOOM International

InVision AG

Upstream Works Software

Envision Telephony

CallMiner

CallFinder

HigherGround, Inc.

Application Coverage (Market Size & Forecast, Different Demand Market by Region, Main Consumer Profile etc.):

Small & Mid-sized Businesses

Large Enterprises

Region Coverage (Regional Production, Demand & Forecast by Countries etc.):

North America (U.S., Canada, Mexico)

Europe (Germany, U.K., France, Italy, Russia, Spain etc.)

Asia-Pacific (China, India, Japan, Southeast Asia etc.)

South America (Brazil, Argentina etc.)

Middle East & Africa (Saudi Arabia, South Africa etc.)

Contents

1 INDUSTRY OVERVIEW

- 1.1 Agent Performance Optimization (APO) Industry
 - 1.1.1 Overview
 - 1.1.2 Development of Agent Performance Optimization (APO)
- 1.2 Market Segment
 - 1.2.1 Upstream
 - 1.2.2 Downstream
- 1.3 Cost Analysis

2 INDUSTRY ENVIRONMENT (PEST ANALYSIS)

- 2.1 Policy
- 2.2 Economics
- 2.3 Sociology
- 2.4 Technology

3 AGENT PERFORMANCE OPTIMIZATION (APO) MARKET BY TYPE

- 3.1 By Type
 - 3.1.1 Cloud Based
 - 3.1.2 On Premises
- 3.2 Market Size
- 3.3 Market Forecast

4 MAJOR COMPANIES LIST

4.1 AGENT PERFORMANCE OPTIMIZATION (APO) NICE LTD (COMPANY PROFILE, SALES DATA ETC.)

- 4.2 Genesys (Company Profile, Sales Data etc.)
- 4.3 Verint Systems Inc (Company Profile, Sales Data etc.)
- 4.4 Aspect (Company Profile, Sales Data etc.)
- 4.5 Calabrio (Company Profile, Sales Data etc.)
- 4.6 Five9 (Company Profile, Sales Data etc.)
- 4.7 Teleopti AB (Company Profile, Sales Data etc.)
- 4.8 ZOOM International (Company Profile, Sales Data etc.)

- 4.9 InVision AG (Company Profile, Sales Data etc.)
- 4.10 Upstream Works Software (Company Profile, Sales Data etc.)
- 4.11 Envision Telephony (Company Profile, Sales Data etc.)
- 4.12 CallMiner (Company Profile, Sales Data etc.)
- 4.13 CallFinder (Company Profile, Sales Data etc.)
- 4.14 HigherGround, Inc. (Company Profile, Sales Data etc.)

5 MARKET COMPETITION

- 5.1 Company Competition
- 5.2 Regional Market by Company

6 DEMAND BY END MARKET

- 6.1 Demand Situation
 - 6.1.1 Demand in Small & Mid-sized Businesses
 - 6.1.2 Demand in Large Enterprises
- 6.2 Regional Demand Comparison
- 6.3 Demand Forecast

7 REGION OPERATION

- 7.1 Regional Production
- 7.2 Regional Market
- 7.3 by Region
 - 7.3.1 North America
 - 7.3.1.1 Overview
 - 7.3.1.2 by Country (U.S., Canada, Mexico)
 - 7.3.2 Europe
 - 7.3.2.1 Overview
 - 7.3.2.2 by Country (Germany, U.K., France, Italy, Russia, Spain etc.)
 - 7.3.3 Asia-Pacific
 - 7.3.3.1 Overview
 - 7.3.3.2 by Country (China, India, Japan, Southeast Asia etc.)
 - 7.3.4 South America
 - 7.3.4.1 Overview
 - 7.3.4.2 by Country (Brazil, Argentina etc.)
 - 7.3.5 Middle East & Africa
 - 7.3.5.1 Overview

- 7.3.5.2 by Country (Saudi Arabia, South Africa etc.)
- 7.4 Regional Import & Export
- 7.5 Regional Forecast

8 MARKETING & PRICE

- 8.1 Price and Margin
 - 8.1.1 Price Trends
 - 8.1.2 Factors of Price Change
 - 8.1.3 Manufacturers Gross Margin Analysis
- 8.2 Marketing Channel

9 RESEARCH CONCLUSION

List Of Tables

LIST OF TABLES

- Table Upstream Segment of Agent Performance Optimization (APO)
- Table Application Segment of Agent Performance Optimization (APO)
- Table Global Agent Performance Optimization (APO) Market 2013-2024, by Application, in USD Million
- Table Major Company List of Cloud Based
- Table Major Company List of On Premises
- Table Global Agent Performance Optimization (APO) Market 2013-2018, by Type, in USD Million
- Table Global Agent Performance Optimization (APO) Market Forecast 2019-2024, by Type, in USD Million
- Table NICE Ltd Overview List
- Table Agent Performance Optimization (APO) Business Operation of NICE Ltd (Sales Revenue, Sales Volume, Price, Cost, Gross Margin)
- Table Genesys Overview List
- Table Agent Performance Optimization (APO) Business Operation of Genesys (Sales Revenue, Sales Volume, Price, Cost, Gross Margin)
- Table Verint Systems Inc Overview List
- Table Agent Performance Optimization (APO) Business Operation of Verint Systems Inc (Sales Revenue, Sales Volume, Price, Cost, Gross Margin)
- Table Aspect Overview List
- Table Agent Performance Optimization (APO) Business Operation of Aspect (Sales Revenue, Sales Volume, Price, Cost, Gross Margin)
- Table Calabrio Overview List
- Table Agent Performance Optimization (APO) Business Operation of Calabrio (Sales Revenue, Sales Volume, Price, Cost, Gross Margin)
- Table Five9 Overview List
- Table Agent Performance Optimization (APO) Business Operation of Five9 (Sales Revenue, Sales Volume, Price, Cost, Gross Margin)
- Table Teleopti AB Overview List
- Table Agent Performance Optimization (APO) Business Operation of Teleopti AB (Sales Revenue, Sales Volume, Price, Cost, Gross Margin)
- Table ZOOM International Overview List
- Table Agent Performance Optimization (APO) Business Operation of ZOOM International (Sales Revenue, Sales Volume, Price, Cost, Gross Margin)
- Table InVision AG Overview List

Table Agent Performance Optimization (APO) Business Operation of InVision AG (Sales Revenue, Sales Volume, Price, Cost, Gross Margin)

Table Upstream Works Software Overview List

Table Agent Performance Optimization (APO) Business Operation of Upstream Works Software (Sales Revenue, Sales Volume, Price, Cost, Gross Margin)

Table Envision Telephony Overview List

Table Agent Performance Optimization (APO) Business Operation of Envision Telephony (Sales Revenue, Sales Volume, Price, Cost, Gross Margin)

Table CallMiner Overview List

Table Agent Performance Optimization (APO) Business Operation of CallMiner (Sales Revenue, Sales Volume, Price, Cost, Gross Margin)

Table CallFinder Overview List

Table Agent Performance Optimization (APO) Business Operation of CallFinder (Sales Revenue, Sales Volume, Price, Cost, Gross Margin)

Table HigherGround, Inc. Overview List

Table Agent Performance Optimization (APO) Business Operation of HigherGround, Inc. (Sales Revenue, Sales Volume, Price, Cost, Gross Margin)

Table Global Agent Performance Optimization (APO) Sales Revenue 2013-2018, by Company, in USD Million

Table Global Agent Performance Optimization (APO) Sales Revenue Share, by Company, in USD Million

Table Major Consumers List and Overview

Table Regional Demand Comparison List

Table Major Application in Different Regions

Table Agent Performance Optimization (APO) Demand Forecast 2019-2024, by Application, in USD Million

Table Agent Performance Optimization (APO) Production 2013-2018, by Region, in USD Million

Table Global Agent Performance Optimization (APO) Market 2013-2018, by Region, in USD Million

Table Global Agent Performance Optimization (APO) Market Share 2013-2018, by Region, in USD Million

Table North America Agent Performance Optimization (APO) Market Size 2013-2018, by Country, in USD Million

Table Europe Agent Performance Optimization (APO) Market Size 2013-2018, by Country, in USD Million

Table Asia-Pacific Agent Performance Optimization (APO) Market Size 2013-2018, by Country, in USD Million

Table South America Agent Performance Optimization (APO) Market Size 2013-2018,

by Country, in USD Million

Table Middle East & Africa Agent Performance Optimization (APO) Market Size

2013-2018, by Country, in USD Million

Table Agent Performance Optimization (APO) Market Forecast 2019-2024, by Region,
in USD Million

Table Price Factors List

List Of Figures

LIST OF FIGURES

Figure Global Agent Performance Optimization (APO) Market Growth 2013-2018, by Type, in USD Million

Figure North America Agent Performance Optimization (APO) Market Concentration, in 2018

Figure Europe Agent Performance Optimization (APO) Market Market Concentration, in 2018

Figure Asia-Pacific Agent Performance Optimization (APO) MMarket Concentration, in 2018

Figure South America Agent Performance Optimization (APO) Market Concentration, in 2018

Figure Middle East & Africa Agent Performance Optimization (APO) Market Concentration, in 2018

Figure Agent Performance Optimization (APO) Demand in Small & Mid-sized Businesses, 2013-2018, in USD Million

Figure Agent Performance Optimization (APO) Demand in Large Enterprises, 2013-2018, in USD Million

Figure North America Agent Performance Optimization (APO) Market Size and Growth 2013-2018, in USD Million

Figure Europe Agent Performance Optimization (APO) Market Size and Growth 2013-2018, in USD Million

Figure Asia-Pacific Agent Performance Optimization (APO) Market Size and Growth 2013-2018, in USD Million

Figure South America Agent Performance Optimization (APO) Market Size and Growth 2013-2018, in USD Million

Figure Middle East & Africa Agent Performance Optimization (APO) Market Size and Growth 2013-2018, in USD Million

Figure Marketing Channels Overview

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