

Global Agent Performance Optimization (APO) Market Analysis 2015-2019 and Forecast 2020-2025

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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 size is estimated at xxx million USD with a CAGR xx% from 2015-2019 and is expected to reach xxx Million USD in 2020 with a CAGR xx% from 2020 to 2025. 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 (Company Profile, 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

Figure Agent Performance Optimization (APO) Industry Chain Structure

1.1.1 Overview

1.1.2 Development of Agent Performance Optimization (APO)

1.2 Market Segment

1.2.1 Upstream

Table Upstream Segment of Agent Performance Optimization (APO)

1.2.2 Downstream

Table Application Segment of Agent Performance Optimization (APO)

Table Global Agent Performance Optimization (APO) Market 2015-2025, by Application, in USD Million

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

Table Major Company List of Cloud Based

3.1.2 On Premises

Table Major Company List of On Premises

3.2 Market Size

Table Global Agent Performance Optimization (APO) Market 2015-2019, by Type, in USD Million

Figure Global Agent Performance Optimization (APO) Market Growth 2015-2019, by Type, in USD Million

3.3 Market Forecast

Table Global Agent Performance Optimization (APO) Market Forecast 2020-2025, by Type, in USD Million

4 MAJOR COMPANIES LIST

4.1 NICE Ltd (Company Profile, Sales Data etc.)

4.1.1 NICE Ltd Profile

Table NICE Ltd Overview List

4.1.2 NICE Ltd Products & Services

4.1.3 NICE Ltd Business Operation Conditions

Table Business Operation of NICE Ltd (Sales Revenue, Sales Volume, Price, Cost, Gross Margin)

4.2 Genesys (Company Profile, Sales Data etc.)

4.2.1 Genesys Profile

Table Genesys Overview List

4.2.2 Genesys Products & Services

4.2.3 Genesys Business Operation Conditions

Table Business Operation of Genesys (Sales Revenue, Sales Volume, Price, Cost, Gross Margin)

4.3 Verint Systems Inc (Company Profile, Sales Data etc.)

4.3.1 Verint Systems Inc Profile

Table Verint Systems Inc Overview List

4.3.2 Verint Systems Inc Products & Services

4.3.3 Verint Systems Inc Business Operation Conditions

Table Business Operation of Verint Systems Inc (Sales Revenue, Sales Volume, Price, Cost, Gross Margin)

4.4 Aspect (Company Profile, Sales Data etc.)

4.4.1 Aspect Profile

Table Aspect Overview List

4.4.2 Aspect Products & Services

4.4.3 Aspect Business Operation Conditions

Table Business Operation of Aspect (Sales Revenue, Sales Volume, Price, Cost, Gross Margin)

4.5 Calabrio (Company Profile, Sales Data etc.)

4.5.1 Calabrio Profile

Table Calabrio Overview List

4.5.2 Calabrio Products & Services

4.5.3 Calabrio Business Operation Conditions

Table Business Operation of Calabrio (Sales Revenue, Sales Volume, Price, Cost, Gross Margin)

4.6 Five9 (Company Profile, Sales Data etc.)

4.6.1 Five9 Profile

Table Five9 Overview List

4.6.2 Five9 Products & Services

4.6.3 Five9 Business Operation Conditions

Table Business Operation of Five9 (Sales Revenue, Sales Volume, Price, Cost, Gross Margin)

4.7 Teleopti AB (Company Profile, Sales Data etc.)

4.7.1 Teleopti AB Profile

Table Teleopti AB Overview List

4.7.2 Teleopti AB Products & Services

4.7.3 Teleopti AB Business Operation Conditions

Table Business Operation of Teleopti AB (Sales Revenue, Sales Volume, Price, Cost, Gross Margin)

4.8 ZOOM International (Company Profile, Sales Data etc.)

4.8.1 ZOOM International Profile

Table ZOOM International Overview List

4.8.2 ZOOM International Products & Services

4.8.3 ZOOM International Business Operation Conditions

Table Business Operation of ZOOM International (Sales Revenue, Sales Volume, Price, Cost, Gross Margin)

4.9 InVision AG (Company Profile, Sales Data etc.)

4.9.1 InVision AG Profile

Table InVision AG Overview List

4.9.2 InVision AG Products & Services

4.9.3 InVision AG Business Operation Conditions

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

4.10 Upstream Works Software (Company Profile, Sales Data etc.)

4.10.1 Upstream Works Software Profile

Table Upstream Works Software Overview List

4.10.2 Upstream Works Software Products & Services

4.10.3 Upstream Works Software Business Operation Conditions

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

4.11 Envision Telephony (Company Profile, Sales Data etc.)

4.11.1 Envision Telephony Profile

Table Envision Telephony Overview List

4.11.2 Envision Telephony Products & Services

4.11.3 Envision Telephony Business Operation Conditions

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

4.12 CallMiner (Company Profile, Sales Data etc.)

4.12.1 CallMiner Profile

Table CallMiner Overview List

4.12.2 CallMiner Products & Services

4.12.3 CallMiner Business Operation Conditions

Table Business Operation of CallMiner (Sales Revenue, Cost, Gross Margin)

4.13 CallFinder (Company Profile, Sales Data etc.)

4.13.1 CallFinder Profile

Table CallFinder Overview List

4.13.2 CallFinder Products & Services

4.13.3 CallFinder Business Operation Conditions

Table Business Operation of CallFinder (Sales Revenue, Sales Volume, Price, Cost, Gross Margin)

4.14 HigherGround, Inc. (Company Profile, Sales Data etc.)

4.14.1 HigherGround, Inc. Profile

Table HigherGround, Inc. Overview List

4.14.2 HigherGround, Inc. Products & Services

4.14.3 HigherGround, Inc. Business Operation Conditions

Table Business Operation of HigherGround, Inc. (Sales Revenue, Cost, Gross Margin)

5 MARKET COMPETITION

5.1 Company Competition

Table Global Agent Performance Optimization (APO) Sales Revenue 2015-2019, by Company, in USD Million

Table Global Agent Performance Optimization (APO) Sales Revenue Share 2015-2019, by Company, in USD Million

Figure Global Agent Performance Optimization (APO) Sales Revenue Share in 2019, by Company, in USD Million

5.2 Regional Market by Company

Figure North America Agent Performance Optimization (APO) Market Concentration, in 2019

Figure Europe Agent Performance Optimization (APO) Market Market Concentration, in 2019

Figure Asia-Pacific Agent Performance Optimization (APO) MMarket Concentration, in 2019

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

2019

Figure Middle East & Africa Agent Performance Optimization (APO) Market Concentration, in 2019

6 DEMAND BY END MARKET

6.1 Demand Situation

6.1.1 Demand in Small & Mid-sized Businesses

Figure Agent Performance Optimization (APO) Demand in Small & Mid-sized Businesses, 2015-2019, in USD Million

6.1.2 Demand in Large Enterprises

Figure Agent Performance Optimization (APO) Demand in Large Enterprises, 2015-2019, in USD Million

6.2 Regional Demand Comparison

Table Regional Demand Comparison List

Table Major Application in Different Regions

6.3 Demand Forecast

Table Agent Performance Optimization (APO) Demand Forecast 2020-2025, by Application, in USD Million

Figure Agent Performance Optimization (APO) Market Growth 2020-2025, by Application, in USD Million

Figure Agent Performance Optimization (APO) Market Share in 2025, by Application, in USD Million

7 REGION OPERATION

7.1 Regional Production

Table Agent Performance Optimization (APO) Production 2015-2019, by Region, in USD Million

7.2 Regional Market

Table Global Agent Performance Optimization (APO) Market 2015-2019, by Region, in USD Million

Table Global Agent Performance Optimization (APO) Market Share 2015-2019, by Region, in USD Million

7.3 by Region

7.3.1 North America

7.3.1.1 Overview

Figure North America Agent Performance Optimization (APO) Market Size and Growth 2015-2019, in USD Million

7.3.1.2 by Country (U.S., Canada, Mexico)

Table North America Agent Performance Optimization (APO) Market Size 2015-2019, by Country, in USD Million

7.3.2 Europe

7.3.2.1 Overview

Figure Europe Agent Performance Optimization (APO) Market Size and Growth 2015-2019, in USD Million

7.3.2.2 by Country (Germany, U.K., France, Italy, Russia, Spain etc.)

Table Europe Agent Performance Optimization (APO) Market Size 2015-2019, by Country, in USD Million

7.3.3 Asia-Pacific

7.3.3.1 Overview

Figure Asia-Pacific Agent Performance Optimization (APO) Market Size and Growth 2015-2019, in USD Million

7.3.3.2 by Country (China, India, Japan, Southeast Asia etc.)

Table Asia-Pacific Agent Performance Optimization (APO) Market Size 2015-2019, by Country, in USD Million

7.3.4 South America

7.3.4.1 Overview

Figure South America Agent Performance Optimization (APO) Market Size and Growth 2015-2019, in USD Million

7.3.4.2 by Country (Brazil, Argentina etc.)

Table South America Agent Performance Optimization (APO) Market Size 2015-2019, by Country, in USD Million

7.3.5 Middle East & Africa

7.3.5.1 Overview

Figure Middle East & Africa Agent Performance Optimization (APO) Market Size and Growth 2015-2019, in USD Million

7.3.5.2 by Country (Saudi Arabia, South Africa etc.)

Table Middle East & Africa Agent Performance Optimization (APO) Market Size 2015-2019, by Country, in USD Million

7.4 Regional Import & Export

7.5 Regional Forecast

Table Agent Performance Optimization (APO) Market Forecast 2020-2025, by Region, in USD Million

8 MARKETING & PRICE

8.1 Price and Margin

8.1.1 Price Trends

8.1.2 Factors of Price Change

Table Price Factors List

8.1.3 Manufacturers Gross Margin Analysis

8.2 Marketing Channel

Figure Marketing Channels Overview

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 2015-2025, by Application, in USD Million

Table Major Company List of On Premises

Table Global Agent Performance Optimization (APO) Market 2015-2019, by Type, in USD Million

Table Global Agent Performance Optimization (APO) Market Forecast 2020-2025, by Type, in USD Million

Table NICE Ltd Overview List

Table Business Operation of NICE Ltd (Sales Revenue, Sales Volume, Price, Cost, Gross Margin)

Table Genesys Overview List

Table Business Operation of Genesys (Sales Revenue, Sales Volume, Price, Cost, Gross Margin)

Table Verint Systems Inc Overview List

Table Business Operation of Verint Systems Inc (Sales Revenue, Sales Volume, Price, Cost, Gross Margin)

Table Aspect Overview List

Table Business Operation of Aspect (Sales Revenue, Sales Volume, Price, Cost, Gross Margin)

Table Calabrio Overview List

Table Business Operation of Calabrio (Sales Revenue, Sales Volume, Price, Cost, Gross Margin)

Table Five9 Overview List

Table Business Operation of Five9 (Sales Revenue, Sales Volume, Price, Cost, Gross Margin)

Table Teleopti AB Overview List

Table Business Operation of Teleopti AB (Sales Revenue, Sales Volume, Price, Cost, Gross Margin)

Table ZOOM International Overview List

Table Business Operation of ZOOM International (Sales Revenue, Sales Volume, Price, Cost, Gross Margin)

Table InVision AG Overview List

Table Business Operation of InVision AG (Sales Revenue, Sales Volume, Price, Cost,

Gross Margin)

Table Upstream Works Software Overview List

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

Table Envision Telephony Overview List

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

Table CallMiner Overview List

Table Business Operation of CallMiner (Sales Revenue, Cost, Gross Margin)

Table CallFinder Overview List

Table Business Operation of CallFinder (Sales Revenue, Sales Volume, Price, Cost, Gross Margin)

Table HigherGround, Inc. Overview List

Table Business Operation of HigherGround, Inc. (Sales Revenue, Cost, Gross Margin)

Table Global Agent Performance Optimization (APO) Sales Revenue 2015-2019, by Company, in USD Million

Table Global Agent Performance Optimization (APO) Sales Revenue Share 2015-2019, by Company, in USD Million

Table Regional Demand Comparison List

Table Major Application in Different Regions

Table Agent Performance Optimization (APO) Demand Forecast 2020-2025, by Application, in USD Million

Table Agent Performance Optimization (APO) Production 2015-2019, by Region, in USD Million

Table Global Agent Performance Optimization (APO) Market 2015-2019, by Region, in USD Million

Table Global Agent Performance Optimization (APO) Market Share 2015-2019, by Region, in USD Million

Table North America Agent Performance Optimization (APO) Market Size 2015-2019, by Country, in USD Million

Table Europe Agent Performance Optimization (APO) Market Size 2015-2019, by Country, in USD Million

Table Asia-Pacific Agent Performance Optimization (APO) Market Size 2015-2019, by Country, in USD Million

Table South America Agent Performance Optimization (APO) Market Size 2015-2019, by Country, in USD Million

Table Middle East & Africa Agent Performance Optimization (APO) Market Size 2015-2019, by Country, in USD Million

Table Agent Performance Optimization (APO) Market Forecast 2020-2025, by Region,

in USD Million
Table Price Factors List

List Of Figures

LIST OF FIGURES

Figure Agent Performance Optimization (APO) Industry Chain Structure

Figure Global Agent Performance Optimization (APO) Market Growth 2015-2019, by Type, in USD Million

Figure Global Agent Performance Optimization (APO) Sales Revenue Share in 2019, by Company, in USD Million

Figure North America Agent Performance Optimization (APO) Market Concentration, in 2019

Figure Europe Agent Performance Optimization (APO) Market Market Concentration, in 2019

Figure Asia-Pacific Agent Performance Optimization (APO) MMarket Concentration, in 2019

Figure South America Agent Performance Optimization (APO) Market Concentration, in 2019

Figure Middle East & Africa Agent Performance Optimization (APO) Market Concentration, in 2019

Figure Agent Performance Optimization (APO) Demand in Small & Mid-sized Businesses, 2015-2019, in USD Million

Figure Agent Performance Optimization (APO) Demand in Large Enterprises, 2015-2019, in USD Million

Figure Agent Performance Optimization (APO) Market Growth 2020-2025, by Application, in USD Million

Figure Agent Performance Optimization (APO) Market Share in 2025, by Application, in USD Million

Figure North America Agent Performance Optimization (APO) Market Size and Growth 2015-2019, in USD Million

Figure Europe Agent Performance Optimization (APO) Market Size and Growth 2015-2019, in USD Million

Figure Asia-Pacific Agent Performance Optimization (APO) Market Size and Growth 2015-2019, in USD Million

Figure South America Agent Performance Optimization (APO) Market Size and Growth 2015-2019, in USD Million

Figure Middle East & Africa Agent Performance Optimization (APO) Market Size and Growth 2015-2019, in USD Million

Figure Marketing Channels Overview

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