

Global Contact Center Outsourcing Market Analysis 2016-2020 and Forecast 2021-2026

<https://marketpublishers.com/r/G9E369EE315EN.html>

Date: April 2021

Pages: 116

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

ID: G9E369EE315EN

Abstracts

SNAPSHOT

The global Contact Center Outsourcing market size is estimated at xxx million USD with a CAGR xx% from 2016-2020 and is expected to reach xxx Million USD in 2021 with a CAGR xx% from 2021 to 2026. The report begins from overview of Industry Chain structure, and describes industry environment, then analyses market size and forecast of Contact Center Outsourcing 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.):

Email Support

Chat Support

Voice Over IP (VoIP)

Website Support

Others

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

IBM

HP

Sitel

Teleperformance

Xerox Corporation

CGS Inc

HGS

Datamark, Inc

Infinet Contact

Five9

VADS

Alorica

Invensis

Transcosmos

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

BFSI

Retail

Government

IT & Telecommunication

Defense Aerospace & Intelligence

Manufacturing

Others

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 Contact Center Outsourcing Industry

Figure Contact Center Outsourcing Industry Chain Structure

1.1.1 Overview

1.1.2 Development of Contact Center Outsourcing

1.2 Market Segment

1.2.1 Upstream

Table Upstream Segment of Contact Center Outsourcing

1.2.2 Downstream

Table Application Segment of Contact Center Outsourcing

Table Global Contact Center Outsourcing Market 2016-2026, by Application, in USD Million

1.2.3 COVID-19 Impact

1.3 Cost Analysis

2 INDUSTRY ENVIRONMENT (PEST ANALYSIS)

2.1 Policy

2.2 Economics

2.3 Sociology

2.4 Technology

3 CONTACT CENTER OUTSOURCING MARKET BY TYPE

3.1 By Type

3.1.1 Email Support

Table Major Company List of Email Support

3.1.2 Chat Support

Table Major Company List of Chat Support

3.1.3 Voice Over IP (VoIP)

Table Major Company List of Voice Over IP (VoIP)

3.1.4 Website Support

Table Major Company List of Website Support

3.1.5 Others

Table Major Company List of Others

3.2 Market Size

Table Global Contact Center Outsourcing Market 2016-2020, by Type, in USD Million
Figure Global Contact Center Outsourcing Market Growth 2016-2020, by Type, in USD Million

Table Global Contact Center Outsourcing Market 2016-2020, by Type, in Volume
Figure Global Contact Center Outsourcing Market Growth 2016-2020, by Type, in Volume

3.3 Market Forecast

Table Global Contact Center Outsourcing Market Forecast 2021-2026, by Type, in USD Million

Table Global Contact Center Outsourcing Market Forecast 2021-2026, by Type, in Volume

4 MAJOR COMPANIES LIST

4.1 IBM (Company Profile, Sales Data etc.)

4.1.1 IBM Profile

Table IBM Overview List

4.1.2 IBM Products & Services

4.1.3 IBM Business Operation Conditions

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

4.2 HP (Company Profile, Sales Data etc.)

4.2.1 HP Profile

Table HP Overview List

4.2.2 HP Products & Services

4.2.3 HP Business Operation Conditions

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

4.3 Sitel (Company Profile, Sales Data etc.)

4.3.1 Sitel Profile

Table Sitel Overview List

4.3.2 Sitel Products & Services

4.3.3 Sitel Business Operation Conditions

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

4.4 Teleperformance (Company Profile, Sales Data etc.)

4.4.1 Teleperformance Profile

Table Teleperformance Overview List

4.4.2 Teleperformance Products & Services

4.4.3 Teleperformance Business Operation Conditions

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

4.5 Xerox Corporation (Company Profile, Sales Data etc.)

4.5.1 Xerox Corporation Profile

Table Xerox Corporation Overview List

4.5.2 Xerox Corporation Products & Services

4.5.3 Xerox Corporation Business Operation Conditions

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

4.6 CGS Inc (Company Profile, Sales Data etc.)

4.6.1 CGS Inc Profile

Table CGS Inc Overview List

4.6.2 CGS Inc Products & Services

4.6.3 CGS Inc Business Operation Conditions

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

4.7 HGS (Company Profile, Sales Data etc.)

4.7.1 HGS Profile

Table HGS Overview List

4.7.2 HGS Products & Services

4.7.3 HGS Business Operation Conditions

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

4.8 Datamark, Inc (Company Profile, Sales Data etc.)

4.8.1 Datamark, Inc Profile

Table Datamark, Inc Overview List

4.8.2 Datamark, Inc Products & Services

4.8.3 Datamark, Inc Business Operation Conditions

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

4.9 Infinit Contact (Company Profile, Sales Data etc.)

4.9.1 Infinit Contact Profile

Table Infinit Contact Overview List

4.9.2 Infinit Contact Products & Services

4.9.3 Infinit Contact Business Operation Conditions

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

4.10 Five9 (Company Profile, Sales Data etc.)

4.10.1 Five9 Profile

Table Five9 Overview List

4.10.2 Five9 Products & Services

4.10.3 Five9 Business Operation Conditions

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

4.11 VADS (Company Profile, Sales Data etc.)

4.11.1 VADS Profile

Table VADS Overview List

4.11.2 VADS Products & Services

4.11.3 VADS Business Operation Conditions

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

4.12 Alorica (Company Profile, Sales Data etc.)

4.12.1 Alorica Profile

Table Alorica Overview List

4.12.2 Alorica Products & Services

4.12.3 Alorica Business Operation Conditions

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

4.13 Invensis (Company Profile, Sales Data etc.)

4.13.1 Invensis Profile

Table Invensis Overview List

4.13.2 Invensis Products & Services

4.13.3 Invensis Business Operation Conditions

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

4.14 Transcosmos (Company Profile, Sales Data etc.)

4.14.1 Transcosmos Profile

Table Transcosmos Overview List

4.14.2 Transcosmos Products & Services

4.14.3 Transcosmos Business Operation Conditions

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

5 MARKET COMPETITION

5.1 Company Competition

Table Global Contact Center Outsourcing Sales Revenue 2016-2020, by Company, in USD Million

Table Global Contact Center Outsourcing Sales Revenue Share 2016-2020, by

Company, in USD Million

Figure Global Contact Center Outsourcing Sales Revenue Share in 2020, by Company, in USD Million

Table Global Contact Center Outsourcing Sales Volume 2016-2020, by Company, in Volume

Table Global Contact Center Outsourcing Sales Volume Share 2016-2020, by Company, in Volume

Figure Global Contact Center Outsourcing Sales Volume Share in 2020, by Company, in Volume

5.2 Regional Market by Company

Figure North America Contact Center Outsourcing Market Concentration, in 2020

Figure Europe Contact Center Outsourcing Market Market Concentration, in 2020

Figure Asia-Pacific Contact Center Outsourcing Market Concentration, in 2020

Figure South America Contact Center Outsourcing Market Concentration, in 2020

Figure Middle East & Africa Contact Center Outsourcing Market Concentration, in 2020

6 DEMAND BY END MARKET

6.1 Demand Situation

6.1.1 Demand in BFSI

Figure Contact Center Outsourcing Demand in BFSI, 2016-2020, in USD Million

Figure Contact Center Outsourcing Demand in BFSI, 2016-2020, in Volume

6.1.2 Demand in Retail

Figure Contact Center Outsourcing Demand in Retail, 2016-2020, in USD Million

Figure Contact Center Outsourcing Demand in Retail, 2016-2020, in Volume

6.1.3 Demand in Government

Figure Contact Center Outsourcing Demand in Government, 2016-2020, in USD Million

Figure Contact Center Outsourcing Demand in Government, 2016-2020, in Volume

6.1.4 Demand in IT & Telecommunication

Figure Contact Center Outsourcing Demand in IT & Telecommunication, 2016-2020, in USD Million

Figure Contact Center Outsourcing Demand in IT & Telecommunication, 2016-2020, in Volume

6.1.5 Demand in Defense Aerospace & Intelligence

Figure Contact Center Outsourcing Demand in Defense Aerospace & Intelligence, 2016-2020, in USD Million

Figure Contact Center Outsourcing Demand in Defense Aerospace & Intelligence, 2016-2020, in Volume

6.1.6 Demand in Manufacturing

Figure Contact Center Outsourcing Demand in Manufacturing, 2016-2020, in USD Million

Figure Contact Center Outsourcing Demand in Manufacturing, 2016-2020, in Volume
6.1.7 Demand in Others

Figure Contact Center Outsourcing Demand in Others, 2016-2020, in USD Million

Figure Contact Center Outsourcing Demand in Others, 2016-2020, in Volume

6.2 Regional Demand Comparison

Table Regional Demand Comparison List

Table Major Application in Different Regions

6.3 Demand Forecast

Table Contact Center Outsourcing Demand Forecast 2021-2026, by Application, in USD Million

Figure Contact Center Outsourcing Market Growth 2021-2026, by Application, in USD Million

Figure Contact Center Outsourcing Market Share in 2026, by Application, in USD Million

Table Contact Center Outsourcing Demand Forecast 2021-2026, by Application, in Volume

Table Contact Center Outsourcing Market Growth 2021-2026, by Application, in Volume

Table Contact Center Outsourcing Market Share in 2026, by Application, in Volume

6.4 Impact of the COVID-19 on the Demand

7 REGION OPERATION

7.1 Regional Production

Table Contact Center Outsourcing Production 2016-2020, by Region, in USD Million

Table Contact Center Outsourcing Production 2016-2020, by Region, in Volume

7.2 Regional Market

Table Global Contact Center Outsourcing Market 2016-2020, by Region, in USD Million

Table Global Contact Center Outsourcing Market Share 2016-2020, by Region, in USD Million

Table Global Contact Center Outsourcing Market 2016-2020, by Region, in Volume

Table Global Contact Center Outsourcing Market Share 2016-2020, by Region, in Volume

7.3 by Region

7.3.1 North America

7.3.1.1 Overview

Figure North America Contact Center Outsourcing Market Size and Growth 2016-2020, in USD Million

Figure North America Contact Center Outsourcing Market Size and Growth 2016-2020,

in Volume

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

Table North America Contact Center Outsourcing Market Size 2016-2020, by Country, in USD Million

Table North America Contact Center Outsourcing Market Size 2016-2020, by Country, in Volume

7.3.2 Europe

7.3.2.1 Overview

Figure Europe Contact Center Outsourcing Market Size and Growth 2016-2020, in USD Million

Figure Europe Contact Center Outsourcing Market Size and Growth 2016-2020, in Volume

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

Table Europe Contact Center Outsourcing Market Size 2016-2020, by Country, in USD Million

Table Europe Contact Center Outsourcing Market Size 2016-2020, by Country, in Volume

7.3.3 Asia-Pacific

7.3.3.1 Overview

Figure Asia-Pacific Contact Center Outsourcing Market Size and Growth 2016-2020, in USD Million

Figure Asia-Pacific Contact Center Outsourcing Market Size and Growth 2016-2020, in Volume

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

Table Asia-Pacific Contact Center Outsourcing Market Size 2016-2020, by Country, in USD Million

Table Asia-Pacific Contact Center Outsourcing Market Size 2016-2020, by Country, in Volume

7.3.4 South America

7.3.4.1 Overview

Figure South America Contact Center Outsourcing Market Size and Growth 2016-2020, in USD Million

Figure South America Contact Center Outsourcing Market Size and Growth 2016-2020, in Volume

7.3.4.2 by Country (Brazil, Argentina etc.)

Table South America Contact Center Outsourcing Market Size 2016-2020, by Country, in USD Million

Table South America Contact Center Outsourcing Market Size 2016-2020, by Country, in Volume

7.3.5 Middle East & Africa

7.3.5.1 Overview

Figure Middle East & Africa Contact Center Outsourcing Market Size and Growth 2016-2020, in USD Million

Figure Middle East & Africa Contact Center Outsourcing Market Size and Growth 2016-2020, in Volume

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

Table Middle East & Africa Contact Center Outsourcing Market Size 2016-2020, by Country, in USD Million

Table Middle East & Africa Contact Center Outsourcing Market Size 2016-2020, by Country, in Volume

7.4 Regional Import & Export

7.5 Regional Forecast

Table Contact Center Outsourcing Market Forecast 2021-2026, by Region, in USD Million

Table Contact Center Outsourcing Market Forecast 2021-2026, by Region, in Volume

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

1. Table Upstream Segment of Contact Center Outsourcing
2. Table Application Segment of Contact Center Outsourcing
3. Table Global Contact Center Outsourcing Market 2016-2026, by Application, in USD Million
4. Table Major Company List of Chat Support
5. Table Major Company List of Voice Over IP (VoIP)
6. Table Major Company List of Website Support
7. Table Major Company List of Others
8. Table Global Contact Center Outsourcing Market 2016-2020, by Type, in USD Million
9. Table Global Contact Center Outsourcing Market 2016-2020, by Type, in Volume
10. Table Global Contact Center Outsourcing Market Forecast 2021-2026, by Type, in USD Million
11. Table Global Contact Center Outsourcing Market Forecast 2021-2026, by Type, in Volume
12. Table IBM Overview List
13. Table Business Operation of IBM (Sales Revenue, Sales Volume, Price, Cost, Gross Margin)
14. Table HP Overview List
15. Table Business Operation of HP (Sales Revenue, Sales Volume, Price, Cost, Gross Margin)
16. Table Sitel Overview List
17. Table Business Operation of Sitel (Sales Revenue, Sales Volume, Price, Cost, Gross Margin)
18. Table Teleperformance Overview List
19. Table Business Operation of Teleperformance (Sales Revenue, Sales Volume, Price, Cost, Gross Margin)
20. Table Xerox Corporation Overview List
21. Table Business Operation of Xerox Corporation (Sales Revenue, Sales Volume, Price, Cost, Gross Margin)
22. Table CGS Inc Overview List
23. Table Business Operation of CGS Inc (Sales Revenue, Sales Volume, Price, Cost, Gross Margin)
24. Table HGS Overview List
25. Table Business Operation of HGS (Sales Revenue, Sales Volume, Price, Cost, Gross Margin)
26. Table Datamark, Inc Overview List

27. Table Business Operation of Datamark, Inc (Sales Revenue, Sales Volume, Price, Cost, Gross Margin)
28. Table Infnit Contact Overview List
29. Table Business Operation of Infnit Contact (Sales Revenue, Sales Volume, Price, Cost, Gross Margin)
30. Table Five9 Overview List
31. Table Business Operation of Five9 (Sales Revenue, Sales Volume, Price, Cost, Gross Margin)
32. Table VADS Overview List
33. Table Business Operation of VADS (Sales Revenue, Sales Volume, Price, Cost, Gross Margin)
34. Table Alorica Overview List
35. Table Business Operation of Alorica (Sales Revenue, Cost, Gross Margin)
36. Table Invensis Overview List
37. Table Business Operation of Invensis (Sales Revenue, Sales Volume, Price, Cost, Gross Margin)
38. Table Transcosmos Overview List
39. Table Business Operation of Transcosmos (Sales Revenue, Cost, Gross Margin)
40. Table Global Contact Center Outsourcing Sales Revenue 2016-2020, by Company, in USD Million
41. Table Global Contact Center Outsourcing Sales Revenue Share 2016-2020, by Company, in USD Million
42. Table Global Contact Center Outsourcing Sales Volume 2016-2020, by Company, in Volume
43. Table Global Contact Center Outsourcing Sales Volume Share 2016-2020, by Company, in Volume
44. Table Regional Demand Comparison List
45. Table Major Application in Different Regions
46. Table Contact Center Outsourcing Demand Forecast 2021-2026, by Application, in USD Million
47. Table Contact Center Outsourcing Demand Forecast 2021-2026, by Application, in Volume
48. Table Contact Center Outsourcing Market Growth 2021-2026, by Application, in Volume
49. Table Contact Center Outsourcing Market Share in 2026, by Application, in Volume
50. Table Contact Center Outsourcing Production 2016-2020, by Region, in USD Million
51. Table Contact Center Outsourcing Production 2016-2020, by Region, in Volume
52. Table Global Contact Center Outsourcing Market 2016-2020, by Region, in USD Million

53. Table Global Contact Center Outsourcing Market Share 2016-2020, by Region, in USD Million
54. Table Global Contact Center Outsourcing Market 2016-2020, by Region, in Volume
55. Table Global Contact Center Outsourcing Market Share 2016-2020, by Region, in Volume
56. Table North America Contact Center Outsourcing Market Size 2016-2020, by Country, in USD Million
57. Table North America Contact Center Outsourcing Market Size 2016-2020, by Country, in Volume
58. Table Europe Contact Center Outsourcing Market Size 2016-2020, by Country, in USD Million
59. Table Europe Contact Center Outsourcing Market Size 2016-2020, by Country, in Volume
60. Table Asia-Pacific Contact Center Outsourcing Market Size 2016-2020, by Country, in USD Million
61. Table Asia-Pacific Contact Center Outsourcing Market Size 2016-2020, by Country, in Volume
62. Table South America Contact Center Outsourcing Market Size 2016-2020, by Country, in USD Million
63. Table South America Contact Center Outsourcing Market Size 2016-2020, by Country, in Volume
64. Table Middle East & Africa Contact Center Outsourcing Market Size 2016-2020, by Country, in USD Million
65. Table Middle East & Africa Contact Center Outsourcing Market Size 2016-2020, by Country, in Volume
66. Table Contact Center Outsourcing Market Forecast 2021-2026, by Region, in USD Million
67. Table Contact Center Outsourcing Market Forecast 2021-2026, by Region, in Volume
68. Table Price Factors List

List Of Figures

LIST OF FIGURES

1. Figure Contact Center Outsourcing Industry Chain Structure
2. Figure Global Contact Center Outsourcing Market Growth 2016-2020, by Type, in USD Million
3. Figure Global Contact Center Outsourcing Market Growth 2016-2020, by Type, in Volume
4. Figure Global Contact Center Outsourcing Sales Revenue Share in 2020, by Company, in USD Million
5. Figure Global Contact Center Outsourcing Sales Volume Share in 2020, by Company, in Volume
6. Figure North America Contact Center Outsourcing Market Concentration, in 2020
7. Figure Europe Contact Center Outsourcing Market Market Concentration, in 2020
8. Figure Asia-Pacific Contact Center Outsourcing MMarket Concentration, in 2020
9. Figure South America Contact Center Outsourcing Market Concentration, in 2020
10. Figure Middle East & Africa Contact Center Outsourcing Market Concentration, in 2020
11. Figure Contact Center Outsourcing Demand in BFSI, 2016-2020, in USD Million
12. Figure Contact Center Outsourcing Demand in BFSI, 2016-2020, in Volume
13. Figure Contact Center Outsourcing Demand in Retail, 2016-2020, in USD Million
14. Figure Contact Center Outsourcing Demand in Retail, 2016-2020, in Volume
15. Figure Contact Center Outsourcing Demand in Government, 2016-2020, in USD Million
16. Figure Contact Center Outsourcing Demand in Government, 2016-2020, in Volume
17. Figure Contact Center Outsourcing Demand in IT & Telecommunication, 2016-2020, in USD Million
18. Figure Contact Center Outsourcing Demand in IT & Telecommunication, 2016-2020, in Volume
19. Figure Contact Center Outsourcing Demand in Defense Aerospace & Intelligence, 2016-2020, in USD Million
20. Figure Contact Center Outsourcing Demand in Defense Aerospace & Intelligence, 2016-2020, in Volume
21. Figure Contact Center Outsourcing Demand in Manufacturing, 2016-2020, in USD Million
22. Figure Contact Center Outsourcing Demand in Manufacturing, 2016-2020, in Volume
23. Figure Contact Center Outsourcing Demand in Others, 2016-2020, in USD Million
24. Figure Contact Center Outsourcing Demand in Others, 2016-2020, in Volume

25. Figure Contact Center Outsourcing Market Growth 2021-2026, by Application, in USD Million
26. Figure Contact Center Outsourcing Market Share in 2026, by Application, in USD Million
27. Figure North America Contact Center Outsourcing Market Size and Growth 2016-2020, in USD Million
28. Figure North America Contact Center Outsourcing Market Size and Growth 2016-2020, in Volume
29. Figure Europe Contact Center Outsourcing Market Size and Growth 2016-2020, in USD Million
30. Figure Europe Contact Center Outsourcing Market Size and Growth 2016-2020, in Volume
31. Figure Asia-Pacific Contact Center Outsourcing Market Size and Growth 2016-2020, in USD Million
32. Figure Asia-Pacific Contact Center Outsourcing Market Size and Growth 2016-2020, in Volume
33. Figure South America Contact Center Outsourcing Market Size and Growth 2016-2020, in USD Million
34. Figure South America Contact Center Outsourcing Market Size and Growth 2016-2020, in Volume
35. Figure Middle East & Africa Contact Center Outsourcing Market Size and Growth 2016-2020, in USD Million
36. Figure Middle East & Africa Contact Center Outsourcing Market Size and Growth 2016-2020, in Volume
37. Figure Marketing Channels Overview

I would like to order

Product name: Global Contact Center Outsourcing Market Analysis 2016-2020 and Forecast 2021-2026

Product link: <https://marketpublishers.com/r/G9E369EE315EN.html>

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

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

info@marketpublishers.com

Payment

To pay by Credit Card (Visa, MasterCard, American Express, PayPal), please, click button on product page <https://marketpublishers.com/r/G9E369EE315EN.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