

# Global Outsourced Call Centers Market Analysis 2016-2020 and Forecast 2021-2026

https://marketpublishers.com/r/GF9597E062FEN.html

Date: April 2021

Pages: 90

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

ID: GF9597E062FEN

## **Abstracts**

#### **SNAPSHOT**

The global Outsourced Call Centers 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 Outsourced Call Centers 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.):

Mass Market Center

B2B Center

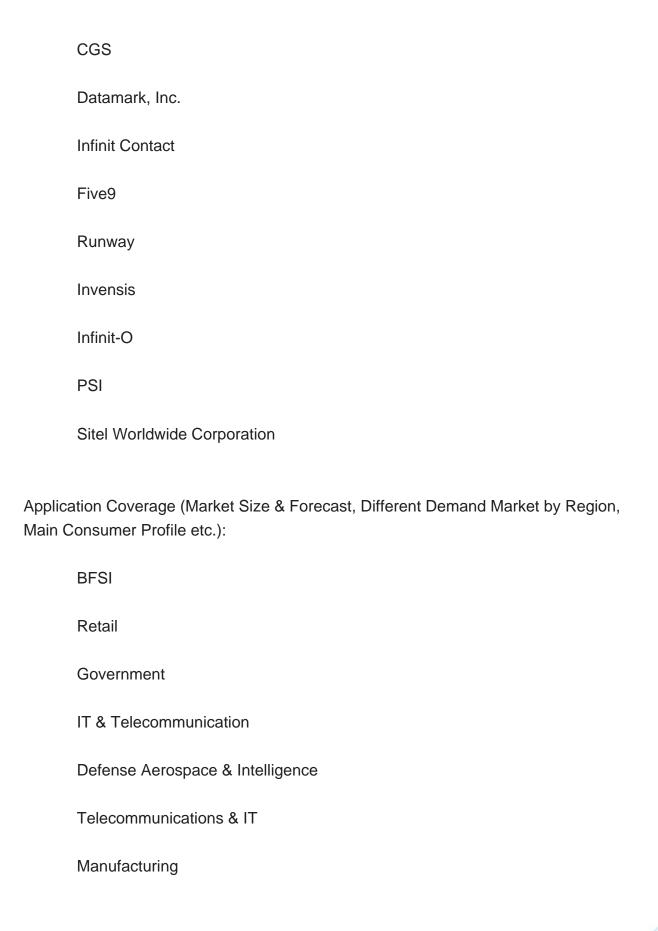
**Universal Center** 

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

**Xerox Corporation** 

**IBM Global Services** 





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 Outsourced Call Centers Industry

Figure Outsourced Call Centers Industry Chain Structure

- 1.1.1 Overview
- 1.1.2 Development of Outsourced Call Centers
- 1.2 Market Segment
  - 1.2.1 Upstream

Table Upstream Segment of Outsourced Call Centers

1.2.2 Downstream

Table Application Segment of Outsourced Call Centers

Table Global Outsourced Call Centers 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 OUTSOURCED CALL CENTERS MARKET BY TYPE

- 3.1 By Type
  - 3.1.1 Mass Market Center

Table Major Company List of Mass Market Center

3.1.2 B2B Center

Table Major Company List of B2B Center

3.1.3 Universal Center

Table Major Company List of Universal Center

3.2 Market Size

Table Global Outsourced Call Centers Market 2016-2020, by Type, in USD Million Figure Global Outsourced Call Centers Market Growth 2016-2020, by Type, in USD Million

Table Global Outsourced Call Centers Market 2016-2020, by Type, in Volume Figure Global Outsourced Call Centers Market Growth 2016-2020, by Type, in Volume



#### 3.3 Market Forecast

Table Global Outsourced Call Centers Market Forecast 2021-2026, by Type, in USD Million

Table Global Outsourced Call Centers Market Forecast 2021-2026, by Type, in Volume

## **4 MAJOR COMPANIES LIST**

- 4.1 Xerox Corporation (Company Profile, Sales Data etc.)
  - 4.1.1 Xerox Corporation Profile

**Table Xerox Corporation Overview List** 

- 4.1.2 Xerox Corporation Products & Services
- 4.1.3 Xerox Corporation Business Operation Conditions

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

- 4.2 IBM Global Services (Company Profile, Sales Data etc.)
- 4.2.1 IBM Global Services Profile

Table IBM Global Services Overview List

- 4.2.2 IBM Global Services Products & Services
- 4.2.3 IBM Global Services Business Operation Conditions

Table Business Operation of IBM Global Services (Sales Revenue, Sales Volume,

Price, Cost, Gross Margin)

- 4.3 CGS (Company Profile, Sales Data etc.)
  - 4.3.1 CGS Profile

Table CGS Overview List

- 4.3.2 CGS Products & Services
- 4.3.3 CGS Business Operation Conditions

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

- 4.4 Datamark, Inc. (Company Profile, Sales Data etc.)
  - 4.4.1 Datamark, Inc. Profile

Table Datamark, Inc. Overview List

- 4.4.2 Datamark, Inc. Products & Services
- 4.4.3 Datamark, Inc. Business Operation Conditions

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

- 4.5 Infinit Contact (Company Profile, Sales Data etc.)
  - 4.5.1 Infinit Contact Profile

**Table Infinit Contact Overview List** 

4.5.2 Infinit Contact Products & Services



4.5.3 Infinit Contact Business Operation Conditions

Table Business Operation of Infinit Contact (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 Runway (Company Profile, Sales Data etc.)

4.7.1 Runway Profile

**Table Runway Overview List** 

4.7.2 Runway Products & Services

4.7.3 Runway Business Operation Conditions

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

4.8 Invensis (Company Profile, Sales Data etc.)

4.8.1 Invensis Profile

Table Invensis Overview List

4.8.2 Invensis Products & Services

4.8.3 Invensis Business Operation Conditions

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

4.9 Infinit-O (Company Profile, Sales Data etc.)

4.9.1 Infinit-O Profile

Table Infinit-O Overview List

4.9.2 Infinit-O Products & Services

4.9.3 Infinit-O Business Operation Conditions

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

4.10 PSI (Company Profile, Sales Data etc.)

4.10.1 PSI Profile

Table PSI Overview List

4.10.2 PSI Products & Services

4.10.3 PSI Business Operation Conditions

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

4.11 Sitel Worldwide Corporation (Company Profile, Sales Data etc.)



## 4.11.1 Sitel Worldwide Corporation Profile

Table Sitel Worldwide Corporation Overview List

- 4.11.2 Sitel Worldwide Corporation Products & Services
- 4.11.3 Sitel Worldwide Corporation Business Operation Conditions

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

## **5 MARKET COMPETITION**

## 5.1 Company Competition

Table Global Outsourced Call Centers Sales Revenue 2016-2020, by Company, in USD Million

Table Global Outsourced Call Centers Sales Revenue Share 2016-2020, by Company, in USD Million

Figure Global Outsourced Call Centers Sales Revenue Share in 2020, by Company, in USD Million

Table Global Outsourced Call Centers Sales Volume 2016-2020, by Company, in Volume

Table Global Outsourced Call Centers Sales Volume Share 2016-2020, by Company, in Volume

Figure Global Outsourced Call Centers Sales Volume Share in 2020, by Company, in Volume

5.2 Regional Market by Company

Figure North America Outsourced Call Centers Market Concentration, in 2020

Figure Europe Outsourced Call Centers Market Market Concentration, in 2020

Figure Asia-Pacific Outsourced Call Centers MMarket Concentration, in 2020

Figure South America Outsourced Call Centers Market Concentration, in 2020

Figure Middle East & Africa Outsourced Call Centers Market Concentration, in 2020

## **6 DEMAND BY END MARKET**

#### 6.1 Demand Situation

6.1.1 Demand in BFSI

Figure Outsourced Call Centers Demand in BFSI, 2016-2020, in USD Million

Figure Outsourced Call Centers Demand in BFSI, 2016-2020, in Volume

6.1.2 Demand in Retail

Figure Outsourced Call Centers Demand in Retail, 2016-2020, in USD Million

Figure Outsourced Call Centers Demand in Retail, 2016-2020, in Volume

6.1.3 Demand in Government



Figure Outsourced Call Centers Demand in Government, 2016-2020, in USD Million Figure Outsourced Call Centers Demand in Government, 2016-2020, in Volume

6.1.4 Demand in IT & Telecommunication

Figure Outsourced Call Centers Demand in IT & Telecommunication, 2016-2020, in USD Million

Figure Outsourced Call Centers Demand in IT & Telecommunication, 2016-2020, in Volume

6.1.5 Demand in Defense Aerospace & Intelligence

Figure Outsourced Call Centers Demand in Defense Aerospace & Intelligence, 2016-2020, in USD Million

Figure Outsourced Call Centers Demand in Defense Aerospace & Intelligence, 2016-2020, in Volume

6.1.6 Demand in Telecommunications & IT

Figure Outsourced Call Centers Demand in Telecommunications & IT, 2016-2020, in USD Million

Figure Outsourced Call Centers Demand in Telecommunications & IT, 2016-2020, in Volume

6.1.7 Demand in Manufacturing

Figure Outsourced Call Centers Demand in Manufacturing, 2016-2020, in USD Million Figure Outsourced Call Centers Demand in Manufacturing, 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 Outsourced Call Centers Demand Forecast 2021-2026, by Application, in USD Million

Figure Outsourced Call Centers Market Growth 2021-2026, by Application, in USD Million

Figure Outsourced Call Centers Market Share in 2026, by Application, in USD Million Table Outsourced Call Centers Demand Forecast 2021-2026, by Application, in Volume Table Outsourced Call Centers Market Growth 2021-2026, by Application, in Volume Table Outsourced Call Centers 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 Outsourced Call Centers Production 2016-2020, by Region, in USD Million Table Outsourced Call Centers Production 2016-2020, by Region, in Volume



## 7.2 Regional Market

Table Global Outsourced Call Centers Market 2016-2020, by Region, in USD Million Table Global Outsourced Call Centers Market Share 2016-2020, by Region, in USD Million

Table Global Outsourced Call Centers Market 2016-2020, by Region, in Volume Table Global Outsourced Call Centers 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 Outsourced Call Centers Market Size and Growth 2016-2020, in USD Million

Figure North America Outsourced Call Centers Market Size and Growth 2016-2020, in Volume

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

Table North America Outsourced Call Centers Market Size 2016-2020, by Country, in USD Million

Table North America Outsourced Call Centers Market Size 2016-2020, by Country, in Volume

7.3.2 Europe

7.3.2.1 Overview

Figure Europe Outsourced Call Centers Market Size and Growth 2016-2020, in USD Million

Figure Europe Outsourced Call Centers Market Size and Growth 2016-2020, in Volume 7.3.2.2 by Country (Germany, U.K., France, Italy, Russia, Spain etc.)

Table Europe Outsourced Call Centers Market Size 2016-2020, by Country, in USD Million

Table Europe Outsourced Call Centers Market Size 2016-2020, by Country, in Volume 7.3.3 Asia-Pacific

7.3.3.1 Overview

Figure Asia-Pacific Outsourced Call Centers Market Size and Growth 2016-2020, in USD Million

Figure Asia-Pacific Outsourced Call Centers Market Size and Growth 2016-2020, in Volume

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

Table Asia-Pacific Outsourced Call Centers Market Size 2016-2020, by Country, in USD Million

Table Asia-Pacific Outsourced Call Centers Market Size 2016-2020, by Country, in Volume

7.3.4 South America



#### 7.3.4.1 Overview

Figure South America Outsourced Call Centers Market Size and Growth 2016-2020, in USD Million

Figure South America Outsourced Call Centers Market Size and Growth 2016-2020, in Volume

7.3.4.2 by Country (Brazil, Argentina etc.)

Table South America Outsourced Call Centers Market Size 2016-2020, by Country, in USD Million

Table South America Outsourced Call Centers Market Size 2016-2020, by Country, in Volume

7.3.5 Middle East & Africa

7.3.5.1 Overview

Figure Middle East & Africa Outsourced Call Centers Market Size and Growth 2016-2020, in USD Million

Figure Middle East & Africa Outsourced Call Centers Market Size and Growth 2016-2020, in Volume

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

Table Middle East & Africa Outsourced Call Centers Market Size 2016-2020, by Country, in USD Million

Table Middle East & Africa Outsourced Call Centers Market Size 2016-2020, by Country, in Volume

7.4 Regional Import & Export

7.5 Regional Forecast

Table Outsourced Call Centers Market Forecast 2021-2026, by Region, in USD Million Table Outsourced Call Centers 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 Outsourced Call Centers
- 2. Table Application Segment of Outsourced Call Centers
- 3. Table Global Outsourced Call Centers Market 2016-2026, by Application, in USD Million
- 4. Table Major Company List of B2B Center
- 5. Table Major Company List of Universal Center
- 6. Table Global Outsourced Call Centers Market 2016-2020, by Type, in USD Million
- 7. Table Global Outsourced Call Centers Market 2016-2020, by Type, in Volume
- 8. Table Global Outsourced Call Centers Market Forecast 2021-2026, by Type, in USD Million
- 9. Table Global Outsourced Call Centers Market Forecast 2021-2026, by Type, in Volume
- 10. Table Xerox Corporation Overview List
- 11. Table Business Operation of Xerox Corporation (Sales Revenue, Sales Volume, Price, Cost, Gross Margin)
- 12. Table IBM Global Services Overview List
- 13. Table Business Operation of IBM Global Services (Sales Revenue, Sales Volume, Price, Cost, Gross Margin)
- 14. Table CGS Overview List
- 15. Table Business Operation of CGS (Sales Revenue, Sales Volume, Price, Cost, Gross Margin)
- 16. Table Datamark, Inc. Overview List
- 17. Table Business Operation of Datamark, Inc. (Sales Revenue, Sales Volume, Price, Cost, Gross Margin)
- 18. Table Infinit Contact Overview List
- 19. Table Business Operation of Infinit Contact (Sales Revenue, Sales Volume, Price, Cost, Gross Margin)
- 20. Table Five9 Overview List
- 21. Table Business Operation of Five9 (Sales Revenue, Sales Volume, Price, Cost, Gross Margin)
- 22. Table Runway Overview List
- 23. Table Business Operation of Runway (Sales Revenue, Sales Volume, Price, Cost, Gross Margin)
- 24. Table Invensis Overview List
- 25. Table Business Operation of Invensis (Sales Revenue, Sales Volume, Price, Cost, Gross Margin)



- 26. Table Infinit-O Overview List
- 27. Table Business Operation of Infinit-O (Sales Revenue, Sales Volume, Price, Cost, Gross Margin)
- 28. Table PSI Overview List
- 29. Table Business Operation of PSI (Sales Revenue, Sales Volume, Price, Cost, Gross Margin)
- 30. Table Sitel Worldwide Corporation Overview List
- 31. Table Business Operation of Sitel Worldwide Corporation (Sales Revenue, Sales Volume, Price, Cost, Gross Margin)
- 32. Table Global Outsourced Call Centers Sales Revenue 2016-2020, by Company, in USD Million
- 33. Table Global Outsourced Call Centers Sales Revenue Share 2016-2020, by Company, in USD Million
- 34. Table Global Outsourced Call Centers Sales Volume 2016-2020, by Company, in Volume
- 35. Table Global Outsourced Call Centers Sales Volume Share 2016-2020, by Company, in Volume
- 36. Table Regional Demand Comparison List
- 37. Table Major Application in Different Regions
- 38. Table Outsourced Call Centers Demand Forecast 2021-2026, by Application, in USD Million
- 39. Table Outsourced Call Centers Demand Forecast 2021-2026, by Application, in Volume
- 40. Table Outsourced Call Centers Market Growth 2021-2026, by Application, in Volume
- 41. Table Outsourced Call Centers Market Share in 2026, by Application, in Volume
- 42. Table Outsourced Call Centers Production 2016-2020, by Region, in USD Million
- 43. Table Outsourced Call Centers Production 2016-2020, by Region, in Volume
- 44. Table Global Outsourced Call Centers Market 2016-2020, by Region, in USD Million
- 45. Table Global Outsourced Call Centers Market Share 2016-2020, by Region, in USD Million
- 46. Table Global Outsourced Call Centers Market 2016-2020, by Region, in Volume
- 47. Table Global Outsourced Call Centers Market Share 2016-2020, by Region, in Volume
- 48. Table North America Outsourced Call Centers Market Size 2016-2020, by Country, in USD Million
- 49. Table North America Outsourced Call Centers Market Size 2016-2020, by Country, in Volume
- 50. Table Europe Outsourced Call Centers Market Size 2016-2020, by Country, in USD



#### Million

- 51. Table Europe Outsourced Call Centers Market Size 2016-2020, by Country, in Volume
- 52. Table Asia-Pacific Outsourced Call Centers Market Size 2016-2020, by Country, in USD Million
- 53. Table Asia-Pacific Outsourced Call Centers Market Size 2016-2020, by Country, in Volume
- 54. Table South America Outsourced Call Centers Market Size 2016-2020, by Country, in USD Million
- 55. Table South America Outsourced Call Centers Market Size 2016-2020, by Country, in Volume
- 56. Table Middle East & Africa Outsourced Call Centers Market Size 2016-2020, by Country, in USD Million
- 57. Table Middle East & Africa Outsourced Call Centers Market Size 2016-2020, by Country, in Volume
- 58. Table Outsourced Call Centers Market Forecast 2021-2026, by Region, in USD Million
- 59. Table Outsourced Call Centers Market Forecast 2021-2026, by Region, in Volume
- 60. Table Price Factors List



# **List Of Figures**

#### LIST OF FIGURES

- 1. Figure Outsourced Call Centers Industry Chain Structure
- 2. Figure Global Outsourced Call Centers Market Growth 2016-2020, by Type, in USD Million
- 3. Figure Global Outsourced Call Centers Market Growth 2016-2020, by Type, in Volume
- 4. Figure Global Outsourced Call Centers Sales Revenue Share in 2020, by Company, in USD Million
- 5. Figure Global Outsourced Call Centers Sales Volume Share in 2020, by Company, in Volume
- 6. Figure North America Outsourced Call Centers Market Concentration, in 2020
- 7. Figure Europe Outsourced Call Centers Market Market Concentration, in 2020
- 8. Figure Asia-Pacific Outsourced Call Centers MMarket Concentration, in 2020
- 9. Figure South America Outsourced Call Centers Market Concentration, in 2020
- 10. Figure Middle East & Africa Outsourced Call Centers Market Concentration, in 2020
- 11. Figure Outsourced Call Centers Demand in BFSI, 2016-2020, in USD Million
- 12. Figure Outsourced Call Centers Demand in BFSI, 2016-2020, in Volume
- 13. Figure Outsourced Call Centers Demand in Retail, 2016-2020, in USD Million
- 14. Figure Outsourced Call Centers Demand in Retail, 2016-2020, in Volume
- 15. Figure Outsourced Call Centers Demand in Government, 2016-2020, in USD Million
- 16. Figure Outsourced Call Centers Demand in Government, 2016-2020, in Volume
- 17. Figure Outsourced Call Centers Demand in IT & Telecommunication, 2016-2020, in USD Million
- 18. Figure Outsourced Call Centers Demand in IT & Telecommunication, 2016-2020, in Volume
- 19. Figure Outsourced Call Centers Demand in Defense Aerospace & Intelligence, 2016-2020, in USD Million
- 20. Figure Outsourced Call Centers Demand in Defense Aerospace & Intelligence, 2016-2020, in Volume
- 21. Figure Outsourced Call Centers Demand in Telecommunications & IT, 2016-2020, in USD Million
- 22. Figure Outsourced Call Centers Demand in Telecommunications & IT, 2016-2020, in Volume
- 23. Figure Outsourced Call Centers Demand in Manufacturing, 2016-2020, in USD Million
- 24. Figure Outsourced Call Centers Demand in Manufacturing, 2016-2020, in Volume
- 25. Figure Outsourced Call Centers Market Growth 2021-2026, by Application, in USD



#### Million

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



## I would like to order

Product name: Global Outsourced Call Centers Market Analysis 2016-2020 and Forecast 2021-2026

Product link: <a href="https://marketpublishers.com/r/GF9597E062FEN.html">https://marketpublishers.com/r/GF9597E062FEN.html</a>

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 <a href="https://marketpublishers.com/r/GF9597E062FEN.html">https://marketpublishers.com/r/GF9597E062FEN.html</a>

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
	Custumer signature

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

& Conditions at https://marketpublishers.com/docs/terms.html

Please, note that by ordering from marketpublishers.com you are agreeing to our Terms