

Complaint Management Software Market by Component (Software and Service), Type (Integrated and Standalone), Deployment (Cloud and On-premise), and Industry Vertical (BFSI, Retail, Government & Public Sector, IT & Telecom, Hospitality, Healthcare, and Others): Global Opportunity Analysis and Industry Forecast, 2019-2026

<https://marketpublishers.com/r/CB91AC44EF4FEN.html>

Date: November 2019

Pages: 277

Price: US\$ 5,370.00 (Single User License)

ID: CB91AC44EF4FEN

Abstracts

Complaint management software is a system that enables end users to receive, reply, and resolve customer complaints by using multichannel capabilities, innovative reporting functionalities, and cross-functional collaboration. Monitoring the frequency of complaints by customers and the respective solutions proposed for those complaints aid managers to understand and further develop the product quality. In addition, this software streamlines complaint management processes and decreases costs by improving the response as well as closure times.

The need to protect brand reputation coupled with increase in customer satisfaction and surge in need to automate workflow & streamline complaint management operations are the key factors that drive the growth of the global complaint management software market. In addition, the growth of the market is driven by increase in adoption of customer-centric strategies and rise in awareness about the benefits offered by complaint management software. However, insufficient useful data to resolve customer complaints is expected to hinder the complaint management software market growth. On the contrary, integration of new technologies such as AI, and NLP in complaint management software is expected to provide lucrative opportunities for the market

growth in the coming years.

The global complaint management software market is segmented into component, type, deployment, industry vertical, and region. On the basis of component, the market is bifurcated into software and service. Depending on type, it is categorized into integrated and stand-alone types. As per deployment, it is classified into cloud and on-premise segments. By industry vertical, it is fragmented into BFSI, retail, government & public sector, IT & telecom, hospitality, healthcare, and others. Region wise, it is analyzed across North America, Europe, Asia-Pacific, and LAMEA.

The report analyzes the profiles of key players operating in the market. These include AssurX, Inc., Equiniti, ETQ, LLC, Freshworks Inc., MasterControl, Inc., Oracle Corporation, Quantivate, LLC, Salesforce.com, Inc., Sparta Systems, Inc., Zendesk, Inc., and Zoho Corporation Pvt. Ltd.

KEY BENEFITS FOR STAKEHOLDERS

The study provides an in-depth analysis of the global complaint management software market along with the current & future trends to elucidate the imminent investment pockets.

Information about key drivers, restrains, and opportunities and their impact analyses on the market size is provided in the report.

Porter's five forces analysis illustrates the potency of buyers and suppliers operating in the industry.

The quantitative analysis of the global complaint management software market from 2018 to 2026 is provided to determine the market potential.

KEY MARKET SEGMENTS

By Component

Software

Services

By Type

Integrated

Standalone

By Deployment

Cloud

On-premise

By Industry Vertical

BFSI

Retail

Government & Public Sector

IT & Telecom

Hospitality

Healthcare

Others

BY REGION

North America

U.S.

Canada

Mexico

Europe

UK

Germany

France

Rest of Europe

Asia-Pacific

China

India

Japan

Australia

Rest of Asia-Pacific

LAMEA

Latin America

Middle East

Africa

KEY MARKET PLAYERS

AssurX, Inc.

Equiniti

ETQ, LLC

Freshworks Inc.

MasterControl, Inc.

Oracle Corporation

Quantivate, LLC

Salesforce.com, Inc.

Sparta Systems, Inc.

Zendesk, Inc.

Zoho Corporation Pvt. Ltd.

Contents

CHAPTER 1: INTRODUCTION

- 1.1. Report Description
- 1.2. Key Benefits For Stakeholders
- 1.3. Key Market Segments
- 1.4. Research Methodology
 - 1.4.1. Secondary Research
 - 1.4.2. Primary Research
 - 1.4.3. Analyst Tools & Models

CHAPTER 2: EXECUTIVE SUMMARY

- 2.1. Key Findings
 - 2.1.1. Top Impacting Factors
 - 2.1.2. Top Investment Pockets
- 2.2. Cxo Perspective

CHAPTER 3: MARKET OVERVIEW

- 3.1. Market Definition And Scope
- 3.2. Porter'S Five Forces Analysis
- 3.3. Value Chain Analysis
- 3.4. Market Evolution / Industry Roadmap
- 3.5. Patent Analysis
 - 3.5.1. By Region (2004-2018)
 - 3.5.2. By Applicant
- 3.6. Case Studies
 - 3.6.1. Case Study
 - 3.6.2. Case Study
- 3.7. Market Dynamics
 - 3.7.1. Drivers
 - 3.7.1.1. The Need To Protect Brand Reputation And Increase Customer Satisfaction
 - 3.7.1.2. Increase In Need Of Automated Workflow And Streamline Complaint Management Operations
 - 3.7.1.3. Rise In Adoption Of Customer-Centric Strategies And Increase In Awareness About The Benefits Of Complaint Management Software
 - 3.7.2. Restraints

3.7.2.1. Insufficient Useful Data To Resolve Customer Complaints

3.7.3. Opportunity

3.7.3.1. Integration Of New Technologies Such As Ai, And Nlp In Complaint Management Software

CHAPTER 4: COMPLAINT MANAGEMENT SOFTWARE MARKET, BY COMPONENT

4.1. Overview

4.2. Software

4.2.1. Key Market Trends, Growth Factors, And Opportunities

4.2.2. Market Size And Forecast, By Region

4.2.3. Market Analysis, By Region

4.3. Service

4.3.1. Key Market Trends, Growth Factors, And Opportunities

4.3.2. Market Size And Forecast, By Region

4.3.3. Market Analysis, By Region

CHAPTER 5: COMPLAINT MANAGEMENT SOFTWARE MARKET, BY TYPE

5.1. Overview

5.2. Integrated

5.2.1. Key Market Trends, Growth Factors, And Opportunities

5.2.2. Market Size And Forecast, By Region

5.2.3. Market Analysis, By Region

5.3. Stand-Alone

5.3.1. Key Market Trends, Growth Factors, And Opportunities

5.3.2. Market Size And Forecast, By Region

5.3.3. Market Analysis, By Region

CHAPTER 6: COMPLAINT MANAGEMENT SOFTWARE MARKET, BY DEPLOYMENT

6.1. Overview

6.2. On Premise

6.2.1. Key Market Trends, Growth Factors, And Opportunities

6.2.2. Market Size And Forecast, By Region

6.2.3. Market Analysis, By Region

6.3. Cloud

- 6.3.1. Key Market Trends, Growth Factors, And Opportunities
- 6.3.2. Market Size And Forecast, By Region
- 6.3.3. Market Analysis, By Region

CHAPTER 7: COMPLAINT MANAGEMENT SOFTWARE MARKET, BY INDUSTRY VERTICAL

7.1. Overview

7.2. Bfsi

- 7.2.1. Key Market Trends, Growth Factors, And Opportunities
- 7.2.2. Market Size And Forecast, By Region
- 7.2.3. Market Analysis, By Region

7.3. Retail

- 7.3.1. Key Market Trends, Growth Factors, And Opportunities
- 7.3.2. Market Size And Forecast, By Region
- 7.3.3. Market Analysis, By Region

7.4. Government & Public Sector

- 7.4.1. Key Market Trends, Growth Factors, And Opportunities
- 7.4.2. Market Size And Forecast, By Region
- 7.4.3. Market Analysis, By Region

7.5. It & Telecom

- 7.5.1. Key Market Trends, Growth Factors, And Opportunities
- 7.5.2. Market Size And Forecast, By Region
- 7.5.3. Market Analysis, By Region

7.6. Hospitality

- 7.6.1. Key Market Trends, Growth Factors, And Opportunities
- 7.6.2. Market Size And Forecast, By Region
- 7.6.3. Market Analysis, By Region

7.7. Healthcare

- 7.7.1. Key Market Trends, Growth Factors, And Opportunities
- 7.7.2. Market Size And Forecast, By Region
- 7.7.3. Market Analysis, By Region

7.8. Others

- 7.8.1. Key Market Trends, Growth Factors, And Opportunities
- 7.8.2. Market Size And Forecast, By Region
- 7.8.3. Market Analysis, By Region

CHAPTER 8: COMPLAINT MANAGEMENT SOFTWARE MARKET, BY REGION

8.1. Overview

8.2. North America

8.2.1. Key Market Trends, Growth Factors And Opportunities

8.2.2. Market Size And Forecast, By Component

8.2.3. Market Size And Forecast, By Type

8.2.4. Market Size And Forecast, By Deployment

8.2.5. Market Size And Forecast, By Industry Vertical

8.2.6. Market Analysis By Country

8.2.6.1. U.S.

8.2.6.1.1. Market Size And Forecast, By Component

8.2.6.1.2. Market Size And Forecast, By Type

8.2.6.1.3. Market Size And Forecast, By Deployment

8.2.6.1.4. Market Size And Forecast, By Industry Vertical

8.2.6.2. Canada

8.2.6.2.1. Market Size And Forecast, By Component

8.2.6.2.2. Market Size And Forecast, By Type

8.2.6.2.3. Market Size And Forecast, By Deployment

8.2.6.2.4. Market Size And Forecast, By Industry Vertical

8.2.6.3. Mexico

8.2.6.3.1. Market Size And Forecast, By Component

8.2.6.3.2. Market Size And Forecast, By Type

8.2.6.3.3. Market Size And Forecast, By Deployment

8.2.6.3.4. Market Size And Forecast, By Industry Vertical

8.3. Europe

8.3.1. Key Market Trends, Growth Factors And Opportunities

8.3.2. Market Size And Forecast, By Component

8.3.3. Market Size And Forecast, By Type

8.3.4. Market Size And Forecast, By Deployment

8.3.5. Market Size And Forecast, By Industry Vertical

8.3.6. Market Analysis By Country

8.3.6.1. Uk

8.3.6.1.1. Market Size And Forecast, By Component

8.3.6.1.2. Market Size And Forecast, By Type

8.3.6.1.3. Market Size And Forecast, By Deployment

8.3.6.1.4. Market Size And Forecast, By Industry Vertical

8.3.6.2. Germany

8.3.6.2.1. Market Size And Forecast, By Component

8.3.6.2.2. Market Size And Forecast, By Type

8.3.6.2.3. Market Size And Forecast, By Deployment

- 8.3.6.2.4. Market Size And Forecast, By Industry Vertical
- 8.3.6.3. France
 - 8.3.6.3.1. Market Size And Forecast, By Component
 - 8.3.6.3.2. Market Size And Forecast, By Type
 - 8.3.6.3.3. Market Size And Forecast, By Deployment
 - 8.3.6.3.4. Market Size And Forecast, By Industry Vertical
- 8.3.6.4. Rest Of Europe
 - 8.3.6.4.1. Market Size And Forecast, By Component
 - 8.3.6.4.2. Market Size And Forecast, By Type
 - 8.3.6.4.3. Market Size And Forecast, By Deployment
 - 8.3.6.4.4. Market Size And Forecast, By Industry Vertical
- 8.4. Asia-Pacific
 - 8.4.1. Key Market Trends, Growth Factors And Opportunities
 - 8.4.2. Market Size And Forecast, By Component
 - 8.4.3. Market Size And Forecast, By Type
 - 8.4.4. Market Size And Forecast, By Deployment
 - 8.4.5. Market Size And Forecast, By Industry Vertical
 - 8.4.6. Market Analysis By Country
 - 8.4.6.1. China
 - 8.4.6.1.1. Market Size And Forecast, By Component
 - 8.4.6.1.2. Market Size And Forecast, By Type
 - 8.4.6.1.3. Market Size And Forecast, By Deployment
 - 8.4.6.1.4. Market Size And Forecast, By Industry Vertical
 - 8.4.6.2. India
 - 8.4.6.2.1. Market Size And Forecast, By Component
 - 8.4.6.2.2. Market Size And Forecast, By Type
 - 8.4.6.2.3. Market Size And Forecast, By Deployment
 - 8.4.6.2.4. Market Size And Forecast, By Industry Vertical
 - 8.4.6.3. Japan
 - 8.4.6.3.1. Market Size And Forecast, By Component
 - 8.4.6.3.2. Market Size And Forecast, By Type
 - 8.4.6.3.3. Market Size And Forecast, By Deployment
 - 8.4.6.3.4. Market Size And Forecast, By Industry Vertical
 - 8.4.6.4. Australia
 - 8.4.6.4.1. Market Size And Forecast, By Component
 - 8.4.6.4.2. Market Size And Forecast, By Type
 - 8.4.6.4.3. Market Size And Forecast, By Deployment
 - 8.4.6.4.4. Market Size And Forecast, By Industry Vertical
 - 8.4.6.5. Rest Of Asia-Pacific

- 8.4.6.5.1. Market Size And Forecast, By Component
- 8.4.6.5.2. Market Size And Forecast, By Type
- 8.4.6.5.3. Market Size And Forecast, By Deployment
- 8.4.6.5.4. Market Size And Forecast, By Industry Vertical

8.5. Lamea

- 8.5.1. Key Market Trends, Growth Factors And Opportunities
- 8.5.2. Market Size And Forecast, By Component
- 8.5.3. Market Size And Forecast, By Type
- 8.5.4. Market Size And Forecast, By Deployment
- 8.5.5. Market Size And Forecast, By Industry Vertical
- 8.5.6. Market Analysis By Country
 - 8.5.6.1. Latin America
 - 8.5.6.1.1. Market Size And Forecast, By Component
 - 8.5.6.1.2. Market Size And Forecast, By Type
 - 8.5.6.1.3. Market Size And Forecast, By Deployment
 - 8.5.6.1.4. Market Size And Forecast, By Industry Vertical
 - 8.5.6.2. Middle East
 - 8.5.6.2.1. Market Size And Forecast, By Component
 - 8.5.6.2.2. Market Size And Forecast, By Type
 - 8.5.6.2.3. Market Size And Forecast, By Deployment
 - 8.5.6.2.4. Market Size And Forecast, By Industry Vertical
 - 8.5.6.3. Africa
 - 8.5.6.3.1. Market Size And Forecast, By Component
 - 8.5.6.3.2. Market Size And Forecast, By Type
 - 8.5.6.3.3. Market Size And Forecast, By Deployment
 - 8.5.6.3.4. Market Size And Forecast, By Industry Vertical

CHAPTER 9: COMPETITIVE LANDSCAPE

- 9.1. Competitive Dashboard
- 9.2. Key Developments
 - 9.2.1. New Product Launches
 - 9.2.2. Business Expansions
 - 9.2.3. Partnership
 - 9.2.4. Product Development
 - 9.2.5. Collaboration
 - 9.2.6. Acquisition
- 9.3. Top Winning Strategies

CHAPTER 10: COMPANY PROFILES

- 10.1. Assurx, Inc.
 - 10.1.1. Company Overview
 - 10.1.2. Key Executives
 - 10.1.3. Company Snapshot
 - 10.1.4. Product Portfolio
 - 10.1.5. Key Strategic Moves And Developments
- 10.2. Equiniti
 - 10.2.1. Company Overview
 - 10.2.2. Key Executives
 - 10.2.3. Company Snapshot
 - 10.2.4. Operating Business Segments
 - 10.2.5. Product Portfolio
 - 10.2.6. Business Performance
 - 10.2.7. Key Strategic Moves And Developments
- 10.3. Etq, Llc
 - 10.3.1. Company Overview
 - 10.3.2. Key Executives
 - 10.3.3. Company Snapshot
 - 10.3.4. Product Portfolio
 - 10.3.5. Key Strategic Moves And Developments
- 10.4. Freshworks Inc.
 - 10.4.1. Company Overview
 - 10.4.2. Key Executives
 - 10.4.3. Company Snapshot
 - 10.4.4. Product Portfolio
 - 10.4.5. Key Strategic Moves And Developments
- 10.5. Mastercontrol, Inc.
 - 10.5.1. Company Overview
 - 10.5.2. Key Executives
 - 10.5.3. Company Snapshot
 - 10.5.4. Product Portfolio
 - 10.5.5. Key Strategic Moves And Developments
- 10.6. Oracle Corporation
 - 10.6.1. Company Overview
 - 10.6.2. Key Executives
 - 10.6.3. Company Snapshot
 - 10.6.4. Operating Business Segments

- 10.6.5. Product Portfolio
- 10.6.6. R&D Expenditure
- 10.6.7. Business Performance
- 10.6.8. Key Strategic Moves And Developments
- 10.7. Quantivate, Llc.
 - 10.7.1. Company Overview
 - 10.7.2. Key Executives
 - 10.7.3. Company Snapshot
 - 10.7.4. Product Portfolio
 - 10.7.5. Key Strategic Moves And Developments
- 10.8. Salesforce.Com, Inc.
 - 10.8.1. Company Overview
 - 10.8.2. Key Executives
 - 10.8.3. Company Snapshot
 - 10.8.4. Product Portfolio
 - 10.8.5. R&D Expenditure
 - 10.8.6. Business Performance
 - 10.8.7. Key Strategic Moves And Developments
- 10.9. Sparta Systems, Inc.
 - 10.9.1. Company Overview
 - 10.9.2. Key Executives
 - 10.9.3. Company Snapshot
 - 10.9.4. Product Portfolio
 - 10.9.5. Key Strategic Moves And Developments
- 10.10. Zendesk, Inc.
 - 10.10.1. Company Overview
 - 10.10.2. Key Executives
 - 10.10.3. Company Snapshot
 - 10.10.4. Product Portfolio
 - 10.10.5. R&D Expenditure
 - 10.10.6. Business Performance
 - 10.10.7. Key Strategic Moves And Developments
- 10.11. Zoho Corporation Pvt. Ltd.
 - 10.11.1. Company Overview
 - 10.11.2. Key Executives
 - 10.11.3. Company Snapshot
 - 10.11.4. Product Portfolio
 - 10.11.5. Key Strategic Moves And Developments

List Of Tables

LIST OF TABLES

- Table 01. Complaint Management Software Market Revenue, By Component, 2018–2026 (\$Million)
- Table 02. Complaint Management Software Market Revenue For Software, By Region, 2018–2026 (\$Million)
- Table 03. Complaint Management Software Market Revenue For Service, By Region , 2018–2026 (\$Million)
- Table 04. Complaint Management Software Market Revenue, By Type 2018–2026 (\$Million)
- Table 05. Complaint Management Software Market Revenue For Integrated, By Region, 2018–2026 (\$Million)
- Table 06. Complaint Management Software Market Revenue For Stand-Alone, By Region, 2018–2026 (\$Million)
- Table 07. Complaint Management Software Market Revenue, By Deployment 2018–2026 (\$Million)
- Table 08. Complaint Management Software Market Revenue For On Premise, By Region , 2018–2026 (\$Million)
- Table 09. Complaint Management Software Market Revenue For Cloud, By Region , 2018–2026 (\$Million)
- Table 10. Complaint Management Software Market Revenue, By Industry Vertical, 2018–2026 (\$Million)
- Table 11. Complaint Management Software Market Revenue For Bfsi, By Region, 2018–2026 (\$Million)
- Table 12. Complaint Management Software Market Revenue For Retail, By Region, 2018–2026 (\$Million)
- Table 13. Complaint Management Software Market Revenue For Government & Public Sector, By Region, 2018–2026 (\$Million)
- Table 14. Complaint Management Software Market Revenue For It & Telecom, By Region, 2018–2026 (\$Million)
- Table 15. Complaint Management Software Market Revenue For Hospitality, By Region, 2018–2026 (\$Million)
- Table 16. Complaint Management Software Market Revenue For Healthcare, By Region , 2018–2026 (\$Million)
- Table 17. Complaint Management Software Market Revenue For Others, By Region, 2018–2026 (\$Million)
- Table 18. Complaint Management Software Market Revenue, By Region, 2018–2026

(\$Million)

Table 19. North America Complaint Management Software Market Revenue, By Component 2018-2026 (\$Million)

Table 20. North America Complaint Management Software Market Revenue, By Type 2018-2026 (\$Million)

Table 21. North America Complaint Management Software Market Revenue, By Deployment, 2018-2026 (\$Million)

Table 22. North America Complaint Management Software Market Revenue, By Industry Vertical, 2018-2026 (\$Million)

Table 23. North America Complaint Management Software Market Revenue, By Country, 2018-2026 (\$Million)

Table 24. U.S. Complaint Management Software Market Revenue, By Component 2018-2026 (\$Million)

Table 25. U.S. Complaint Management Software Market Revenue, By Type, 2018-2026 (\$Million)

Table 26. U.S. Complaint Management Software Market Revenue, By Deployment, 2018-2026 (\$Million)

Table 27. U.S. Complaint Management Software Market Revenue, By Industry Vertical, 2018-2026 (\$Million)

Table 28. Canada Complaint Management Software Market Revenue, By Component 2018-2026 (\$Million)

Table 29. Canada Complaint Management Software Market Revenue, By Type, 2018-2026 (\$Million)

Table 30. Canada Complaint Management Software Market Revenue, By Deployment, 2018-2026 (\$Million)

Table 31. Canada Complaint Management Software Market Revenue, By Industry Vertical, 2018-2026 (\$Million)

Table 32. Mexico Complaint Management Software Market Revenue, By Component 2018-2026 (\$Million)

Table 33. Mexico Complaint Management Software Market Revenue, By Type, 2018-2026 (\$Million)

Table 34. Mexico Complaint Management Software Market Revenue, By Deployment, 2018-2026 (\$Million)

Table 35. Mexico Complaint Management Software Market Revenue, By Industry Vertical, 2018-2026 (\$Million)

Table 36. Europe Complaint Management Software Market Revenue, By Component 2018-2026 (\$Million)

Table 37. Europe Complaint Management Software Market Revenue, By Type 2018-2026 (\$Million)

Table 38. Europe Complaint Management Software Market Revenue, By Deployment, 2018-2026 (\$Million)

Table 39. Europe Complaint Management Software Market Revenue, By Industry Vertical, 2018-2026 (\$Million)

Table 40. Europe Complaint Management Software Market Revenue, By Country, 2018-2026 (\$Million)

Table 41. Uk Complaint Management Software Market Revenue, By Component 2018-2026 (\$Million)

Table 42. Uk Complaint Management Software Market Revenue, By Type, 2018-2026 (\$Million)

Table 43. Uk Complaint Management Software Market Revenue, By Deployment, 2018-2026 (\$Million)

Table 44. Uk Complaint Management Software Market Revenue, By Industry Vertical, 2018-2026 (\$Million)

Table 45. Germany Complaint Management Software Market Revenue, By Component 2018-2026 (\$Million)

Table 46. Germany Complaint Management Software Market Revenue, By Type, 2018-2026 (\$Million)

Table 47. Germany Complaint Management Software Market Revenue, By Deployment, 2018-2026 (\$Million)

Table 48. Germany Complaint Management Software Market Revenue, By Industry Vertical, 2018-2026 (\$Million)

Table 49. France Complaint Management Software Market Revenue, By Component 2018-2026 (\$Million)

Table 50. France Complaint Management Software Market Revenue, By Type, 2018-2026 (\$Million)

Table 51. France Complaint Management Software Market Revenue, By Deployment, 2018-2026 (\$Million)

Table 52. France Complaint Management Software Market Revenue, By Industry Vertical, 2018-2026 (\$Million)

Table 53. Rest of Europe Complaint Management Software Market Revenue, By Component 2018-2026 (\$Million)

Table 54. Rest of Europe Complaint Management Software Market Revenue, By Type, 2018-2026 (\$Million)

Table 55. Rest of Europe Complaint Management Software Market Revenue, By Deployment, 2018-2026 (\$Million)

Table 56. Rest of Europe Complaint Management Software Market Revenue, By Industry Vertical, 2018-2026 (\$Million)

Table 57. Asia-Pacific Complaint Management Software Market Revenue, By

Component 2018-2026 (\$Million)

Table 58. Asia-Pacific Complaint Management Software Market Revenue, By Type 2018-2026 (\$Million)

Table 59. Asia-Pacific Complaint Management Software Market Revenue, By Deployment, 2018-2026 (\$Million)

Table 60. Asia-Pacific Complaint Management Software Market Revenue, By Industry Vertical, 2018-2026 (\$Million)

Table 61. Asia-Pacific Complaint Management Software Market Revenue, By Country, 2018-2026 (\$Million)

Table 62. China Complaint Management Software Market Revenue, By Component 2018-2026 (\$Million)

Table 63. China Complaint Management Software Market Revenue, By Type, 2018-2026 (\$Million)

Table 64. China Complaint Management Software Market Revenue, By Deployment, 2018-2026 (\$Million)

Table 65. China Complaint Management Software Market Revenue, By Industry Vertical, 2018-2026 (\$Million)

Table 66. India Complaint Management Software Market Revenue, By Component 2018-2026 (\$Million)

Table 67. India Complaint Management Software Market Revenue, By Type, 2018-2026 (\$Million)

Table 68. India Complaint Management Software Market Revenue, By Deployment, 2018-2026 (\$Million)

Table 69. India Complaint Management Software Market Revenue, By Industry Vertical, 2018-2026 (\$Million)

Table 70. Japan Complaint Management Software Market Revenue, By Component 2018-2026 (\$Million)

Table 71. Japan Complaint Management Software Market Revenue, By Type, 2018-2026 (\$Million)

Table 72. Japan Complaint Management Software Market Revenue, By Deployment, 2018-2026 (\$Million)

Table 73. Japan Complaint Management Software Market Revenue, By Industry Vertical, 2018-2026 (\$Million)

Table 74. Australia Complaint Management Software Market Revenue, By Component 2018-2026 (\$Million)

Table 75. Australia Complaint Management Software Market Revenue, By Type, 2018-2026 (\$Million)

Table 76. Australia Complaint Management Software Market Revenue, By Deployment, 2018-2026 (\$Million)

Table 77. Australia Complaint Management Software Market Revenue, By Industry Vertical, 2018-2026 (\$Million)

Table 78. Rest of Asia-Pacific Complaint Management Software Market Revenue, By Component 2018-2026 (\$Million)

Table 79. Rest of Asia-Pacific Complaint Management Software Market Revenue, By Type, 2018-2026 (\$Million)

Table 80. Rest of Asia-Pacific Complaint Management Software Market Revenue, By Deployment, 2018-2026 (\$Million)

Table 81. Rest of Asia-Pacific Complaint Management Software Market Revenue, By Industry Vertical, 2018-2026 (\$Million)

Table 82. Lamea Complaint Management Software Market Revenue, By Component 2018-2026 (\$Million)

Table 83. Lamea Complaint Management Software Market Revenue, By Type 2018-2026 (\$Million)

Table 84. Lamea Complaint Management Software Market Revenue, By Deployment, 2018-2026 (\$Million)

Table 85. Lamea Complaint Management Software Market Revenue, By Industry Vertical, 2018-2026 (\$Million)

Table 86. Lamea Complaint Management Software Market Revenue, By Country, 2017-2025 (\$Million)

Table 87. Latin America Complaint Management Software Market Revenue, By Component 2018-2026 (\$Million)

Table 88. Latin America Complaint Management Software Market Revenue, By Type, 2018-2026 (\$Million)

Table 89. Latin America Complaint Management Software Market Revenue, By Deployment, 2018-2026 (\$Million)

Table 90. Latin America Complaint Management Software Market Revenue, By Industry Vertical, 2018-2026 (\$Million)

Table 91. Middle East Complaint Management Software Market Revenue, By Component 2018-2026 (\$Million)

Table 92. Middle East Complaint Management Software Market Revenue, By Type, 2018-2026 (\$Million)

Table 93. Middle East Complaint Management Software Market Revenue, By Deployment, 2018-2026 (\$Million)

Table 94. Middle East Complaint Management Software Market Revenue, By Industry Vertical, 2018-2026 (\$Million)

Table 95. Africa Complaint Management Software Market Revenue, By Component 2018-2026 (\$Million)

Table 96. Africa Complaint Management Software Market Revenue, By Type,

2018-2026 (\$Million)

Table 97. Africa Complaint Management Software Market Revenue, By Deployment, 2018-2026 (\$Million)

Table 98. Africa Complaint Management Software Market Revenue, By Industry Vertical, 2018-2026 (\$Million)

Table 99. Key New Product Launches (2016-2019)

Table 100. Key Expansions (2016-2019)

Table 101. Partnership (2016-2019)

Table 102. Product Developments (2016-2019)

Table 103. Collaboration (2016-2019)

Table 104. Acquisition (2016-2019)

Table 105. Assurx, Inc.: Key Executives

Table 106. Assurx, Inc.: Company Snapshot

Table 107. Assurx, Inc.: Product Portfolio

Table 108. Equiniti: Key Executives

Table 109. Equiniti: Company Snapshot

Table 110. Equiniti: Operating Segments

Table 111. Equiniti: Product Portfolio

Table 112. Etq, Llc: Key Executives

Table 113. Etq, Llc: Company Snapshot

Table 114. Etq, Llc: Product Portfolio

Table 115. Freshworks Inc.: Key Executives

Table 116. Freshworks Inc.: Company Snapshot

Table 117. Freshworks Inc.: Product Portfolio

Table 118. Mastercontrol, Inc.: Key Executives

Table 119. Mastercontrol, Inc.: Company Snapshot

Table 120. Mastercontrol, Inc.: Product Portfolio

Table 121. Oracle Corporation: Key Executives

Table 122. Oracle Corporation: Company Snapshot

Table 123. Oracle Corporation: Operating Segments

Table 124. Oracle Corporation: Product Portfolio

Table 125. Oracle Corporation: Key Strategic Moves And Developments

Table 126. Quantivate, Llc.: Key Executives

Table 127. Quantivate, Llc.: Company Snapshot

Table 128. Quantivate, Llc.: Product Portfolio

Table 129. Salesforce.Com, Inc.: Key Executives

Table 130. Salesforce.Com, Inc.: Company Snapshot

Table 131. Salesforce.Com, Inc.: Product Portfolio

Table 132. Sparta Systems, Inc.: Key Executives

- Table 133. Sparta Systems, Inc.: Company Snapshot
- Table 134. Sparta Systems, Inc.: Product Portfolio
- Table 135. Zendesk, Inc.: Key Executives
- Table 136. Zendesk, Inc.: Company Snapshot
- Table 137. Zendesk, Inc.: Product Portfolio
- Table 138. Zoho Corporation Pvt. Ltd.: Key Executives
- Table 139. Zoho Corporation Pvt. Ltd.: Company Snapshot
- Table 140. Zoho Corporation Pvt. Ltd.: Product Portfolio

List Of Figures

LIST OF FIGURES

Figure 01. Key Market Segments

Figure 02. Complaint Management Software Market, 2018–2026

Figure 03. Complaint Management Software Market, By Region, 2018-2026

Figure 04. Top Impacting Factors

Figure 05. Top Investment Pockets

Figure 06. Moderate Bargaining Power of Suppliers

Figure 07. Moderate-To-High Bargaining Power of Buyers

Figure 08. Moderate-To-High Threat of Substitutes

Figure 09. Moderate-To-High Threat of New Entrants

Figure 10. High Competitive Rivalry

Figure 11. Value Chain Analysis

Figure 12. Market Evolution/Industry Roadmap

Figure 13. Patent Analysis, By Region

Figure 14. Patent Analysis, By Applicant

Figure 15. Complaint Management Software Market Revenue, By Component, 2018–2026(\$Billion)

Figure 16. Comparative Share Analysis of Complaint Management Software Market For Software, By Region, 2018 & 2026 (%)

Figure 17. Comparative Share Analysis of Complaint Management Software Market For Service, By Region, 2018 & 2026 (%)

Figure 18. Complaint Management Software Market Revenue, By Type, 2018–2026(\$Billion)

Figure 19. Comparative Share Analysis of Complaint Management Software Market For Integrated, By Region, 2018 & 2026 (%)

Figure 20. Comparative Share Analysis of Complaint Management Software Market For Stand-Alone, By Region, 2018 & 2026 (%)

Figure 21. Complaint Management Software Market Revenue, By Deployment, 2018–2026(\$Billion)

Figure 22. Comparative Share Analysis of Complaint Management Software Market For On Premise, By Region, 2018 & 2026 (%)

Figure 23. Comparative Share Analysis of Complaint Management Software Market For Cloud, By Region, 2018 & 2026 (%)

Figure 24. Complaint Management Software Market Revenue, By Industry Vertical, 2018–2026(\$Billion)

Figure 25. Comparative Share Analysis of Complaint Management Software Market For

Bfsi, By Region, 2018 & 2026 (%)

Figure 26. Comparative Share Analysis of Complaint Management Software Market For Retail, By Region, 2018 & 2026 (%)

Figure 27. Comparative Share Analysis of Complaint Management Software Market For Government & Public Sector, By Region, 2018 & 2026 (%)

Figure 28. Comparative Share Analysis of Complaint Management Software Market For It & Telecom, By Region, 2018 & 2026 (%)

Figure 29. Comparative Share Analysis of Complaint Management Software Market For Hospitality, By Region, 2018 & 2026 (%)

Figure 30. Comparative Share Analysis of Complaint Management Software Market For Healthcare, By Region, 2018 & 2026 (%)

Figure 31. Comparative Share Analysis of Complaint Management Software Market For Others, By Region, 2018 & 2026 (%)

Figure 32. U.S. Complaint Management Software Market Revenue, 2018-2026 (\$Million)

Figure 33. Canada Complaint Management Software Market Revenue, 2018-2026 (\$Million)

Figure 34. Mexico Complaint Management Software Market Revenue, 2018-2026 (\$Million)

Figure 35. Uk Complaint Management Software Market Revenue, 2018-2026 (\$Million)

Figure 36. Germany Complaint Management Software Market Revenue, 2018-2026 (\$Million)

Figure 37. France Complaint Management Software Market Revenue, 2018-2026 (\$Million)

Figure 38. Rest of Europe Complaint Management Software Market Revenue, 2018-2026 (\$Million)

Figure 39. China Complaint Management Software Market Revenue, 2018-2026 (\$Million)

Figure 40. India Complaint Management Software Market Revenue, 2018-2026 (\$Million)

Figure 41. Japan Complaint Management Software Market Revenue, 2018-2026 (\$Million)

Figure 42. Australia Complaint Management Software Market Revenue, 2018-2026 (\$Million)

Figure 43. Rest of Asia-Pacific Complaint Management Software Market Revenue, 2018-2026 (\$Million)

Figure 44. Latin America Complaint Management Software Market Revenue, 2018-2026 (\$Million)

Figure 45. Middle East Complaint Management Software Market Revenue, 2018-2026

(\$Million)

Figure 46. Africa Complaint Management Software Market Revenue, 2018-2026

(\$Million)

Figure 47. Competitive Dashboard

Figure 48. Competitive Dashboard

Figure 49. Competitive Heatmap of Key Players

Figure 50. Top Winning Strategies, By Year, 2016-2019

Figure 51. Top Winning Strategies, By Development, 2016-2019

Figure 52. Top Winning Strategies, By Company, 2016-2019

Figure 53. Equiniti: Revenue, 2016–2018 (\$Million)

Figure 54. Equiniti: Revenue Share By Segment, 2018 (%)

Figure 55. Equiniti: Revenue Share By Region, 2018 (%)

Figure 56. R&D Expenditure, 2016–2018 (\$Million)

Figure 57. Oracle Corporation: Revenue, 2016–2018 (\$Million)

Figure 58. Oracle Corporation: Revenue Share By Segment, 2018 (%)

Figure 59. Oracle Corporation: Revenue Share By Region, 2018 (%)

Figure 60. R&D Expenditure, 2017–2019 (\$Million)

Figure 61. Salesforce.Com, Inc.: Revenue, 2017–2019 (\$Million)

Figure 62. Salesforce.Com, Inc.: Revenue Share By Region, 2019 (%)

Figure 63. R&D Expenditure, 2016–2018 (\$Million)

Figure 64. Zendesk, Inc.: Revenue, 2016–2018 (\$Million)

Figure 65. Zendesk, Inc.: Revenue Share By Region, 2018 (%)

I would like to order

Product name: Complaint Management Software Market by Component (Software and Service), Type (Integrated and Standalone), Deployment (Cloud and On-premise), and Industry Vertical (BFSI, Retail, Government & Public Sector, IT & Telecom, Hospitality, Healthcare, and Others): Global Opportunity Analysis and Industry Forecast, 2019-2026

Product link: <https://marketpublishers.com/r/CB91AC44EF4FEN.html>

Price: US\$ 5,370.00 (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/CB91AC44EF4FEN.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