

eGain Communications Corp. Fundamental Company Report Including Financial, SWOT, Competitors and Industry Analysis

<https://marketpublishers.com/r/EEF3DA6B9C6BEN.html>

Date: May 2025

Pages: 50

Price: US\$ 499.00 (Single User License)

ID: EEF3DA6B9C6BEN

Abstracts

eGain Communications Corp. Fundamental Company Report provides a complete overview of the company's affairs. All available data is presented in a comprehensive and easily accessed format. The report includes financial and SWOT information, industry analysis, opinions, estimates, plus annual and quarterly forecasts made by stock market experts. The report also enables direct comparison to be made between eGain Communications Corp. and its competitors. This provides our Clients with a clear understanding of eGain Communications Corp. position in the [Software and Technology Services](#) Industry.

The report contains detailed information about eGain Communications Corp. that gives an unrivalled in-depth knowledge about internal business-environment of the company: data about the owners, senior executives, locations, subsidiaries, markets, products, and company history.

Another part of the report is a SWOT-analysis carried out for eGain Communications Corp.. It involves specifying the objective of the company's business and identifies the different factors that are favorable and unfavorable to achieving that objective. SWOT-analysis helps to understand company's strengths, weaknesses, opportunities, and possible threats against it.

The eGain Communications Corp. financial analysis covers the income statement and ratio trend-charts with balance sheets and cash flows presented on an annual and quarterly basis. The report outlines the main financial ratios

pertaining to profitability, margin analysis, asset turnover, credit ratios, and company's long-term solvency. This sort of company's information will assist and strengthen your company's decision-making processes.

In the part that describes eGain Communications Corp. competitors and the industry in whole, the information about company's financial ratios is compared to those of its competitors and to the industry. The unique analysis of the market and company's competitors along with detailed information about the internal and external factors affecting the relevant industry will help to manage your business environment. Your company's business and sales activities will be boosted by gaining an insight into your competitors' businesses.

Also the report provides relevant news, an analysis of PR-activity, and stock price movements. The latter are correlated with pertinent news and press releases, and annual and quarterly forecasts are given by a variety of experts and market research firms. Such information creates your awareness about principal trends of eGain Communications Corp. business.

About eGain Communications Corp.

eGain Communications Corporation provides customer service and knowledge management software for in-house or on-demand deployment.

Products and Services

eGain Service 8 Suite of Applications

eGain Service 8 is a customer service management solution. Built for implementing contact-center strategies, it consists of a multichannel customer interaction hub, or CIH platform-eGain CIH Platform and applications for Web self-service and the contact center.

eGain Mail is a solution for processing inbound customer emails and providing mission-critical email customer service. Secure messaging, lifecycle audits, and real-time archival are some of the features that provide the company's customers a next-generation email management platform for their enterprises. Additional modules include: eGain Fax to route, track, and respond to faxes with the same infrastructure that is used to handle emails and Webform submissions.

eGain Calltrack is a phone call logging system. Together with eGain knowledge agent, it provides an integrated solution for phone call logging, tracking and resolution, as well as follow—on task management for service fulfillment.

eGain Chat gives contact center agents a set of tools for serving customers in real-time. eGain Chat supports two-way, follow me Web browsing. It also features file-sharing capabilities.

eGain CoBrowse enables contact center agents to provide live collaboration options to online customers and prospects. It gives companies the ability to deliver assistance and convert site visitors into long-term customers. The capabilities include: enabling the agent and the customer to fill out forms together, creation of business rules for specific Web pages, and allowing phone agents to provide experience by conducting a cobrowse session.

eGain Self-Service is a solution supporting the broadest set of self-service access options in the industry—dynamic FAQs, topic-based browsing, natural language search, guided help, virtual agent technology and case tracking. eGain Self-Service offers a combination of multi-access self-service capabilities built on a collaborative knowledge management framework within eGain OpenCIH Platform.

eGain Customer Portal delivers a personalized Web self-service gateway through which customers can retrieve information using a standard Web browser. This online customer service portal delivers to customers the personal information they want, the way they want to see it, and when they want to see it. Customers can view the frequently asked questions, manage their own accounts, review open ticket and service issues, and review their communications with the company within a secure, personalized environment.

eGain Guided Help gives customers interactive access to the company's knowledge base, allowing them to answer questions and troubleshoot problems by themselves when it is convenient for them. It uses patented search and reasoning technology, coupled with natural language and linguistic processing to search, suggest additional questions, and recommend solutions.

eGain MessageCenter enables secure and authenticated email communications between the customer and the company. eGain MessageCenter is designed to help businesses provide their customers a secure Web-based message center to read

emails with confidential and sensitive information. Customers are authenticated before they can view their messages.

eGain Chatbot is used to create virtual customer service assistants to engage Web site visitors, answer their queries, escort them on the Web site, and escalate to agents when necessary. This helps deflect phone calls to the Web, provide memorable and brand-aligned customer service experiences, and increase online sales conversion.

eGain KnowledgeAgent empowers contact center agents with knowledge management and is designed to make every agent as productive and capable as the enterprise's agent. eGain KnowledgeAgent uses patented search and reasoning technology coupled with natural language and linguistic processing to search, suggest additional questions, and recommend solutions.

eGain IVR enables phone self-service experiences by adding human-I

The above Company Fundamental Report is a half-ready report and contents are subject to change.

It means that we have all necessary data in our database to prepare the report but need **2-3 days** to complete it. During this time we are also updating the report with respect to the current moment. So, you can get all the most recent data available for the same price. Please note that preparation of additional types of analyses requires extra time.

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1 – Data availability depends on company's security policy.

2 – These sections are available only when you purchase a report with appropriate additional types of analyses.
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ANALYSIS FEATURES

SWOT Analysis

SWOT, which stands for Strengths, Weaknesses, Opportunities and Threats, is an analytical framework that identifies the internal and external factors that are favorable and unfavorable for a company.

Enhanced SWOT Analysis

Enhanced SWOT is a 3x3 grid that arranges strengths, weaknesses, opportunities and threats into one scheme:

How to use the strengths to take advantage of the opportunities?

How to use the strengths to reduce likelihood and impact of the threats?

How to overcome the weaknesses that obstruct taking advantage of the opportunities?

How to overcome the weaknesses that can make the threats a reality?

Upon answering these questions a company can develop a project plan to improve its business performance.

PESTEL Analysis

PESTEL (also termed as PESTLE) is an ideal tool to strategically analyze what influence different outside factors – political, economic, sociocultural, technological, environmental and legal – exert on a business to later chart its long term targets.

Being part of the external analysis when carrying out a strategic assessment or performing a market study, PESTEL gives an overview of diverse macro-environmental factors that any company should thoughtfully consider. By perceiving these outside environments, businesses can maximally benefit from the opportunities while minimizing the threats to the organization.

Key Factors Examined by PESTEL Analysis:

Political – What opportunities and pressures are brought by political bodies and what is the degree of public regulations' impact on the business?

Economic – What economic policies, trends and structures are expected to affect the organization, what is this influence's degree?

Sociological – What cultural and societal aspects will work upon the demand for the business's products and operations?

Technological – What impact do the technological aspects, innovations, incentives and barriers have on the organization?

Environmental – What environmental and ecological facets, both locally and farther afield, are likely to predetermine the business?

Legal – What laws and legislation will exert influence on the style the business is carried out?

IFE, EFE, IE Matrices

The Internal Factor Evaluation matrix (IFE matrix) is a strategic management tool helping audit or evaluate major weaknesses and strengths in a business's functional areas. In addition, IFE matrix serves as a basis for identifying and assessing relationships amongst those areas. The IFE matrix is utilised in strategy formulation.

The External Factor Evaluation matrix (EFE matrix) is a tool of strategic management that is typically utilised to assess current market conditions. It is an ideal instrument for visualising and prioritising the threats and opportunities a firm is facing.

The essential difference between the above mentioned matrices lies in the type of factors incorporated in the model; whilst the latter is engaged in internal factors, the former deals exceptionally with external factors – those exposed to social, political, economic, legal, etc. external forces.

Being a continuation of the EFE matrix and IFE matrix models, the Internal External matrix (IE matrix) rests upon an investigation of external and internal business factors

integrated into one suggestive model.

Porter Five Forces Analysis

The Porter's five forces analysis studies the industry of operation and helps the company find new sources of competitive advantage. The analysis surveys an industry through five major questions:

What composes a threat of substitute products and services?

Is there a threat of new competitors entering the market?

What is the intensity of competitive rivalry?

How big is the bargaining power of buyers?

How significant is the bargaining power of suppliers?

VRIO Analysis

VRIO stands for Value, Rarity, Imitability, Organization. This analysis helps to evaluate all company's resources and capabilities and bring them together into one aggregate table that includes:

Tangible resources

Financial

Physical

Technological

Organizational

Intangible resources

Human

Innovation and Creativity

Reputation

Organizational capabilities

The result of the analysis gives a clear picture of company's competitive and economic implications, answering the questions if the resources mentioned above are:

Valuable?

Rare?

Costly to imitate?

Organized properly?

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