

# **Global Contact Center Software Market Size Study By Component (Services, and Solution), By Deployment (On-Premise, and Hosted), By Enterprise (SMEs, and Large), By End-Use (Healthcare, BFSI, Government, Consumer Goods & Retail, Telecom & IT, Others), and By Regional (North America, Europe, Asia Pacific, Latin America, and Rest of the World) Forecasts, 2018-2025**

<https://marketpublishers.com/r/GE2EAFA6FEFEN.html>

Date: August 2018

Pages: 120

Price: US\$ 3,150.00 (Single User License)

ID: GE2EAFA6FEFEN

## **Abstracts**

Global Contact Center Software Market to reach USD 52.09 billion by 2025.

Global Contact Center Software Market valued approximately USD 14.01 billion in 2016 is forecasted to grow with a healthy growth rate of more than 15.71% over the forecast period 2018-2025. The major factors speculated to augment the markets are growing choice of cloud-based contact centers, the escalating need for the automation of contact center solutions and increasing focus on improving customer experience through omnichannel solutions. Contact Center Software lets phone calls from your customers & users reach your agents for solutions, customer service, and sales.

The regional analysis of Global Contact Center Software Market is considered for the key regions such as Asia Pacific, North America, Europe, Latin America and Rest of the World. North America is the leading region across the world in terms of market share. Whereas, owing to the countries such as China, Japan, and India, Asia Pacific region is also expected to exhibit higher growth rate / CAGR over the forecast period 2018-2025.

The objective of the study is to define market sizes of different segments & countries in

recent years and to forecast the values to the coming eight years. The report is designed to incorporate both qualitative and quantitative aspects of the industry within each of the regions and countries involved in the study. Furthermore, the report also caters the detailed information about the crucial aspects such as driving factors & challenges which will define the future growth of the market. Additionally, the report shall also incorporate available opportunities in micro markets for stakeholders to invest along with the detailed analysis of competitive landscape and product offerings of key players. The detailed segments and sub-segment of the market are explained below:

By Component:

#### Service

Training & Consulting

Integration & Deployment

Managed Services

Support & Maintenance

#### Solution

Dialer

Automatic Call Distribution (ACD)

Computer Telephony Integration (CTI)

Workforce Optimization

Call Recording

Interactive Voice Responses (IVR)

Customer Collaboration

Reporting & Analytics

**By Deployment:**

On-Premise

Hosted

**By Enterprise:**

SMEs

Large Enterprises

**By End-Use:**

Healthcare

Banking, Financial Services &amp; Insurance (BFSI)

Government

Travelling &amp; Hospitality

Consumer Goods &amp; Retail

Telecom &amp; IT

Others

**By Regions:**

North America

U.S.

Canada

Europe

UK

Germany

Asia Pacific

China

India

Japan

Latin America

Brazil

Mexico

Rest of the World

Furthermore, years considered for the study are as follows:

Historical year – 2015, 2016

Base year – 2017

Forecast period – 2018 to 2025

The industry is seeming to be fairly competitive. Some of the leading market players include Mitel Corporation, Alcatel-Lucent Enterprise, SAP SE, Avaya, Inc., Enghouse Interactive, Inc., Cisco Systems, Inc., Five9, Inc., Huawei Technologies Co., Ltd., Genesys, Nice Systems Ltd., and so on. The fierce competitiveness has made these players spend in product developments to improve the customer's requirements.

Target Audience of the Contact Center Software Market Study:

*Global Contact Center Software Market Size Study By Component (Services, and Solution), By Deployment (On-Prem...*

Key Consulting Companies & Advisors

Large, medium-sized, and small enterprises

Venture capitalists

Value-Added Resellers (VARs)

Third-party knowledge providers

Investment bankers

Investors

## Contents

### **CHAPTER 1. GLOBAL CONTACT CENTER SOFTWARE MARKET DEFINITION & SCOPE**

- 1.1. Research Objective
- 1.2. Market Definition
- 1.3. Scope of The Study
- 1.4. Years Considered for The Study
- 1.5. Currency Conversion Rates
- 1.6. Report Limitation

### **CHAPTER 2. RESEARCH METHODOLOGY**

- 2.1. Research Process
  - 2.1.1. Data Mining
  - 2.1.2. Analysis
  - 2.1.3. Market Estimation
  - 2.1.4. Validation
  - 2.1.5. Publishing
- 2.2. Research Assumption

### **CHAPTER 3. EXECUTIVE SUMMARY**

- 3.1. Global & Segmental Market Estimates & Forecasts, 2015-2025 (USD Billion)
- 3.2. Key Trends

### **CHAPTER 4. GLOBAL CONTACT CENTER SOFTWARE MARKET DYNAMICS**

- 4.1. Growth Prospects
  - 4.1.1. Drivers
  - 4.1.2. Restraints
  - 4.1.3. Opportunities
- 4.2. Industry Analysis
  - 4.2.1. Porter's 5 Force Model
  - 4.2.2. PEST Analysis
  - 4.2.3. Value Chain Analysis
- 4.3. Analyst Recommendation & Conclusion

## **CHAPTER 5. GLOBAL CONTACT CENTER SOFTWARE MARKET BY COMPONENT**

### 5.1. Market Snapshot

### 5.2. Market Performance - Potential Model

### 5.3. Contact Center Software Market, Sub Segment Analysis

#### 5.3.1. Service

5.3.1.1. Market estimates & forecasts, 2015-2025 (USD Billion)

5.3.1.2. Regional breakdown estimates & forecasts, 2015-2025 (USD Billion)

5.3.1.3. Type breakdown estimates & forecasts, 2015-2025 (USD Billion)

5.3.1.3.1. Training & Consulting

5.3.1.3.2. Integration & Deployment

5.3.1.3.3. Managed Services

5.3.1.3.4. Support & Maintenance

#### 5.3.2. Solution

5.3.2.1. Market estimates & forecasts, 2015-2025 (USD Billion)

5.3.2.2. Regional breakdown estimates & forecasts, 2015-2025 (USD Billion)

5.3.2.3. Type breakdown estimates & forecasts, 2015-2025 (USD Billion)

5.3.2.3.1. Dialer

5.3.2.3.2. Automatic Call Distribution (ACD)

5.3.2.3.3. Computer Telephony Integration (CTI)

5.3.2.3.4. Workforce Optimization

5.3.2.3.5. Call Recording

5.3.2.3.6. Interactive Voice Responses (IVR)

5.3.2.3.7. Customer Collaboration

5.3.2.3.8. Reporting & Analytics

## **CHAPTER 6. GLOBAL CONTACT CENTER SOFTWARE MARKET BY DEPLOYMENT**

### 6.1. Market Snapshot

### 6.2. Market Performance - Potential Model

### 6.3. Contact Center Software Market, Sub Segment Analysis

#### 6.3.1. On-Premise

6.3.1.1. Market estimates & forecasts, 2015-2025 (USD Billion)

6.3.1.2. Regional breakdown estimates & forecasts, 2015-2025 (USD Billion)

#### 6.3.2. Hosted

6.3.2.1. Market estimates & forecasts, 2015-2025 (USD Billion)

6.3.2.2. Regional breakdown estimates & forecasts, 2015-2025 (USD Billion)

## **CHAPTER 7. GLOBAL CONTACT CENTER SOFTWARE MARKET BY ENTERPRISE**

- 7.1. Market Snapshot
- 7.2. Market Performance - Potential Model
- 7.3. Contact Center Software Market, Sub Segment Analysis
  - 7.3.1. SMEs
    - 7.3.1.1. Market estimates & forecasts, 2015-2025 (USD Billion)
    - 7.3.1.2. Regional breakdown estimates & forecasts, 2015-2025 (USD Billion)
  - 7.3.2. Large Enterprises
    - 7.3.2.1. Market estimates & forecasts, 2015-2025 (USD Billion)
    - 7.3.2.2. Regional breakdown estimates & forecasts, 2015-2025 (USD Billion)

## **CHAPTER 8. GLOBAL CONTACT CENTER SOFTWARE MARKET BY END-USE**

- 8.1. Market Snapshot
- 8.2. Market Performance - Potential Model
- 8.3. Contact Center Software Market, Sub Segment Analysis
  - 8.3.1. Healthcare
    - 8.3.1.1. Market estimates & forecasts, 2015-2025 (USD Billion)
    - 8.3.1.2. Regional breakdown estimates & forecasts, 2015-2025 (USD Billion)
  - 8.3.2. Banking, Financial Services & Insurance (BFSI)
    - 8.3.2.1. Market estimates & forecasts, 2015-2025 (USD Billion)
    - 8.3.2.2. Regional breakdown estimates & forecasts, 2015-2025 (USD Billion)
  - 8.3.3. Government
    - 8.3.3.1. Market estimates & forecasts, 2015-2025 (USD Billion)
    - 8.3.3.2. Regional breakdown estimates & forecasts, 2015-2025 (USD Billion)
  - 8.3.4. Travelling & Hospitality
    - 8.3.4.1. Market estimates & forecasts, 2015-2025 (USD Billion)
    - 8.3.4.2. Regional breakdown estimates & forecasts, 2015-2025 (USD Billion)
  - 8.3.5. Consumer Goods & Retail
    - 8.3.5.1. Market estimates & forecasts, 2015-2025 (USD Billion)
    - 8.3.5.2. Regional breakdown estimates & forecasts, 2015-2025 (USD Billion)
  - 8.3.6. Telecom & IT
    - 8.3.6.1. Market estimates & forecasts, 2015-2025 (USD Billion)
    - 8.3.6.2. Regional breakdown estimates & forecasts, 2015-2025 (USD Billion)
  - 8.3.7. Others
    - 8.3.7.1. Market estimates & forecasts, 2015-2025 (USD Billion)
    - 8.3.7.2. Regional breakdown estimates & forecasts, 2015-2025 (USD Billion)



## **CHAPTER 9. GLOBAL CONTACT CENTER SOFTWARE MARKET, REGIONAL ANALYSIS**

### 9.1. Contact Center Software Market, Regional Market Snapshot (2015-2025)

### 9.2. North America Contact Center Software Market Snapshot

#### 9.2.1. U.S.

9.2.1.1. Market estimates & forecasts, 2015-2025 (USD Billion)

9.2.1.2. Component breakdown estimates & forecasts, 2015-2025 (USD Billion)

9.2.1.3. Deployment breakdown estimates & forecasts, 2015-2025 (USD Billion)

9.2.1.4. Enterprise breakdown estimates & forecasts, 2015-2025 (USD Billion)

9.2.1.5. End-Use breakdown estimates & forecasts, 2015-2025 (USD Billion)

#### 9.2.2. Canada

9.2.2.1. Market estimates & forecasts, 2015-2025 (USD Billion)

9.2.2.2. Component breakdown estimates & forecasts, 2015-2025 (USD Billion)

9.2.2.3. Deployment breakdown estimates & forecasts, 2015-2025 (USD Billion)

9.2.2.4. Enterprise breakdown estimates & forecasts, 2015-2025 (USD Billion)

9.2.2.5. End-Use breakdown estimates & forecasts, 2015-2025 (USD Billion)

### 9.3. Europe Contact Center Software Market Snapshot

#### 9.3.1. U.K.

9.3.1.1. Market estimates & forecasts, 2015-2025 (USD Billion)

9.3.1.2. Component breakdown estimates & forecasts, 2015-2025 (USD Billion)

9.3.1.3. Deployment breakdown estimates & forecasts, 2015-2025 (USD Billion)

9.3.1.4. Enterprise breakdown estimates & forecasts, 2015-2025 (USD Billion)

9.3.1.5. End-Use breakdown estimates & forecasts, 2015-2025 (USD Billion)

#### 9.3.2. Germany

9.3.2.1. Market estimates & forecasts, 2015-2025 (USD Billion)

9.3.2.2. Component breakdown estimates & forecasts, 2015-2025 (USD Billion)

9.3.2.3. Deployment breakdown estimates & forecasts, 2015-2025 (USD Billion)

9.3.2.4. Enterprise breakdown estimates & forecasts, 2015-2025 (USD Billion)

9.3.2.5. End-Use breakdown estimates & forecasts, 2015-2025 (USD Billion)

#### 9.3.3. France

9.3.3.1. Market estimates & forecasts, 2015-2025 (USD Billion)

9.3.3.2. Component breakdown estimates & forecasts, 2015-2025 (USD Billion)

9.3.3.3. Deployment breakdown estimates & forecasts, 2015-2025 (USD Billion)

9.3.3.4. Enterprise breakdown estimates & forecasts, 2015-2025 (USD Billion)

9.3.3.5. End-Use breakdown estimates & forecasts, 2015-2025 (USD Billion)

#### 9.3.4. Rest of Europe

9.3.4.1. Market estimates & forecasts, 2015-2025 (USD Billion)

- 9.3.4.2. Component breakdown estimates & forecasts, 2015-2025 (USD Billion)
- 9.3.4.3. Deployment breakdown estimates & forecasts, 2015-2025 (USD Billion)
- 9.3.4.4. Enterprise breakdown estimates & forecasts, 2015-2025 (USD Billion)
- 9.3.4.5. End-Use breakdown estimates & forecasts, 2015-2025 (USD Billion)
- 9.4. Asia Contact Center Software Market Snapshot
  - 9.4.1. China Contact Center Software Market Size Estimates & Forecasts, 2015-2025 (USD Billion)
    - 9.4.1.1. Market estimates & forecasts, 2015-2025 (USD Billion)
    - 9.4.1.2. Component breakdown estimates & forecasts, 2015-2025 (USD Billion)
    - 9.4.1.3. Deployment breakdown estimates & forecasts, 2015-2025 (USD Billion)
    - 9.4.1.4. Enterprise breakdown estimates & forecasts, 2015-2025 (USD Billion)
    - 9.4.1.5. End-Use breakdown estimates & forecasts, 2015-2025 (USD Billion)
  - 9.4.2. India
    - 9.4.2.1. Market estimates & forecasts, 2015-2025 (USD Billion)
    - 9.4.2.2. Component breakdown estimates & forecasts, 2015-2025 (USD Billion)
    - 9.4.2.3. Deployment breakdown estimates & forecasts, 2015-2025 (USD Billion)
    - 9.4.2.4. Enterprise breakdown estimates & forecasts, 2015-2025 (USD Billion)
    - 9.4.2.5. End-Use breakdown estimates & forecasts, 2015-2025 (USD Billion)
  - 9.4.3. Japan
    - 9.4.3.1. Market estimates & forecasts, 2015-2025 (USD Billion)
    - 9.4.3.2. Component breakdown estimates & forecasts, 2015-2025 (USD Billion)
    - 9.4.3.3. Deployment breakdown estimates & forecasts, 2015-2025 (USD Billion)
    - 9.4.3.4. Enterprise breakdown estimates & forecasts, 2015-2025 (USD Billion)
    - 9.4.3.5. End-Use breakdown estimates & forecasts, 2015-2025 (USD Billion)
  - 9.4.4. Rest of Asia Pacific
    - 9.4.4.1. Market estimates & forecasts, 2015-2025 (USD Billion)
    - 9.4.4.2. Component breakdown estimates & forecasts, 2015-2025 (USD Billion)
    - 9.4.4.3. Deployment breakdown estimates & forecasts, 2015-2025 (USD Billion)
    - 9.4.4.4. Enterprise breakdown estimates & forecasts, 2015-2025 (USD Billion)
    - 9.4.4.5. End-Use breakdown estimates & forecasts, 2015-2025 (USD Billion)
- 9.5. Latin America Contact Center Software Market Snapshot
  - 9.5.1. Brazil
    - 9.5.1.1. Market estimates & forecasts, 2015-2025 (USD Billion)
    - 9.5.1.2. Component breakdown estimates & forecasts, 2015-2025 (USD Billion)
    - 9.5.1.3. Deployment breakdown estimates & forecasts, 2015-2025 (USD Billion)
    - 9.5.1.4. Enterprise breakdown estimates & forecasts, 2015-2025 (USD Billion)
    - 9.5.1.5. End-Use breakdown estimates & forecasts, 2015-2025 (USD Billion)
  - 9.5.2. Mexico
    - 9.5.2.1. Market estimates & forecasts, 2015-2025 (USD Billion)

- 9.5.2.2. Component breakdown estimates & forecasts, 2015-2025 (USD Billion)
- 9.5.2.3. Deployment breakdown estimates & forecasts, 2015-2025 (USD Billion)
- 9.5.2.4. Enterprise breakdown estimates & forecasts, 2015-2025 (USD Billion)
- 9.5.2.5. End-Use breakdown estimates & forecasts, 2015-2025 (USD Billion)
- 9.6. Rest of The World
  - 9.6.1. South America
    - 9.6.1.1. Market estimates & forecasts, 2015-2025 (USD Billion)
    - 9.6.1.2. Component breakdown estimates & forecasts, 2015-2025 (USD Billion)
    - 9.6.1.3. Deployment breakdown estimates & forecasts, 2015-2025 (USD Billion)
    - 9.6.1.4. Enterprise breakdown estimates & forecasts, 2015-2025 (USD Billion)
    - 9.6.1.5. End-Use breakdown estimates & forecasts, 2015-2025 (USD Billion)
  - 9.6.2. Middle East and Africa
    - 9.6.2.1. Market estimates & forecasts, 2015-2025 (USD Billion)
    - 9.6.2.2. Component breakdown estimates & forecasts, 2015-2025 (USD Billion)
    - 9.6.2.3. Deployment breakdown estimates & forecasts, 2015-2025 (USD Billion)
    - 9.6.2.4. Enterprise breakdown estimates & forecasts, 2015-2025 (USD Billion)
    - 9.6.2.5. End-Use breakdown estimates & forecasts, 2015-2025 (USD Billion)

## **CHAPTER 10. COMPETITIVE INTELLIGENCE**

- 10.1. Company Market Share (Subject to Data Availability)
- 10.2. Top Market Strategies
- 10.3. Company Profiles
  - 10.3.1. Mitel Corporation
    - 10.3.1.1. Overview
    - 10.3.1.2. Financial (Subject to Data Availability)
    - 10.3.1.3. Product Summary
    - 10.3.1.4. Recent Developments
  - 10.3.2. Alcatel-Lucent Enterprise
  - 10.3.3. SAP SE
  - 10.3.4. Avaya, Inc.
  - 10.3.5. Enghouse Interactive, Inc.
  - 10.3.6. Cisco Systems, Inc.
  - 10.3.7. Five9, Inc.
  - 10.3.8. Huawei Technologies Co., Ltd.
  - 10.3.9. Genesys
  - 10.3.10. Nice Systems Ltd.

## I would like to order

Product name: Global Contact Center Software Market Size Study By Component (Services, and Solution), By Deployment (On-Premise, and Hosted), By Enterprise (SMEs, and Large), By End-Use (Healthcare, BFSI, Government, Consumer Goods & Retail, Telecom & IT, Others), and By Regional (North America, Europe, Asia Pacific, Latin America, and Rest of the World) Forecasts, 2018-2025

Product link: <https://marketpublishers.com/r/GE2EAFA6FEFEN.html>

Price: US\$ 3,150.00 (Single User License / Electronic Delivery)

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

[info@marketpublishers.com](mailto:info@marketpublishers.com)

## Payment

To pay by Credit Card (Visa, MasterCard, American Express, PayPal), please, click button on product page <https://marketpublishers.com/r/GE2EAFA6FEFEN.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