

Global Customer Engagement Solutions Market Research Report 2024, Forecast to 2032

<https://marketpublishers.com/r/G55A6118CC89EN.html>

Date: October 2024

Pages: 144

Price: US\$ 3,200.00 (Single User License)

ID: G55A6118CC89EN

Abstracts

Report Overview

Customer engagement is a business communication connection between an external stakeholder (consumer) and an organization (company or brand) through various channels of correspondence. ... The term can also be used to define customer-to-customer correspondence regarding a communication, product, service or brand.

The global Customer Engagement Solutions market size was estimated at USD 13010 million in 2023 and is projected to reach USD 21980.12 million by 2032, exhibiting a CAGR of 6.00% during the forecast period.

North America Customer Engagement Solutions market size was estimated at USD 3747.69 million in 2023, at a CAGR of 5.14% during the forecast period of 2024 through 2032.

This report provides a deep insight into the global Customer Engagement Solutions market covering all its essential aspects. This ranges from a macro overview of the market to micro details of the market size, competitive landscape, development trend, niche market, key market drivers and challenges, SWOT analysis, value chain analysis, etc.

The analysis helps the reader to shape the competition within the industries and strategies for the competitive environment to enhance the potential profit. Furthermore, it provides a simple framework for evaluating and accessing the position of the business organization. The report structure also focuses on the competitive landscape of the Global Customer Engagement Solutions Market, this report introduces in detail the

market share, market performance, product situation, operation situation, etc. of the main players, which helps the readers in the industry to identify the main competitors and deeply understand the competition pattern of the market.

In a word, this report is a must-read for industry players, investors, researchers, consultants, business strategists, and all those who have any kind of stake or are planning to foray into the Customer Engagement Solutions market in any manner.

Global Customer Engagement Solutions Market: Market Segmentation Analysis

The research report includes specific segments by region (country), manufacturers, Type, and Application. Market segmentation creates subsets of a market based on product type, end-user or application, Geographic, and other factors. By understanding the market segments, the decision-maker can leverage this targeting in the product, sales, and marketing strategies. Market segments can power your product development cycles by informing how you create product offerings for different segments.

Key Company

Avaya

Aspect Software

Calabrio

Genesys

IBM

Microsoft

Nice Systems

Nuance Communications

Opentext

Oracle

Pegasystems

Pitney Bowes

Salesforce

SAP

Servicenow

Verint Systems

Zendesk

Egain Corporation

Bpmonline

Crmnext

Eptica

Freshworks

Ifs-Mplsistemas

Lithium Technologies

Sugarcrm

Market Segmentation (by Type)

Omnichannel

Workforce Optimization

Robotic Process Automation

Analytics & Reporting

Market Segmentation (by Application)

BFSI

Consumer Goods & Retail

Telecommunication

Healthcare & Life Sciences

Automotive & Transportation

Media & Entertainment

Travel & Hospitality

Manufacturing

Others

Geographic Segmentation

North America (USA, Canada, Mexico)

Europe (Germany, UK, France, Russia, Italy, Rest of Europe)

Asia-Pacific (China, Japan, South Korea, India, Southeast Asia, Rest of Asia-Pacific)

South America (Brazil, Argentina, Columbia, Rest of South America)

The Middle East and Africa (Saudi Arabia, UAE, Egypt, Nigeria, South Africa, Rest of MEA)

Key Benefits of This Market Research:

Industry drivers, restraints, and opportunities covered in the study

Neutral perspective on the market performance

Recent industry trends and developments

Competitive landscape & strategies of key players

Potential & niche segments and regions exhibiting promising growth covered

Historical, current, and projected market size, in terms of value

In-depth analysis of the Customer Engagement Solutions Market

Overview of the regional outlook of the Customer Engagement Solutions Market:

Key Reasons to Buy this Report:

Access to date statistics compiled by our researchers. These provide you with historical and forecast data, which is analyzed to tell you why your market is set to change

This enables you to anticipate market changes to remain ahead of your competitors

You will be able to copy data from the Excel spreadsheet straight into your marketing plans, business presentations, or other strategic documents

The concise analysis, clear graph, and table format will enable you to pinpoint the information you require quickly

Provision of market value data for each segment and sub-segment

Indicates the region and segment that is expected to witness the fastest growth as well as to dominate the market

Analysis by geography highlighting the consumption of the product/service in the region as well as indicating the factors that are affecting the market within each region

Competitive landscape which incorporates the market ranking of the major players, along with new service/product launches, partnerships, business expansions, and acquisitions in the past five years of companies profiled

Extensive company profiles comprising of company overview, company insights, product benchmarking, and SWOT analysis for the major market players

The current as well as the future market outlook of the industry concerning recent developments which involve growth opportunities and drivers as well as challenges and restraints of both emerging as well as developed regions

Includes in-depth analysis of the market from various perspectives through Porter's five forces analysis

Provides insight into the market through Value Chain

Market dynamics scenario, along with growth opportunities of the market in the years to come

6-month post-sales analyst support

Customization of the Report

In case of any queries or customization requirements, please connect with our sales team, who will ensure that your requirements are met.

Chapter Outline

Chapter 1 mainly introduces the statistical scope of the report, market division standards, and market research methods.

Chapter 2 is an executive summary of different market segments (by region, product type, application, etc), including the market size of each market segment, future development potential, and so on. It offers a high-level view of the current state of the Customer Engagement Solutions Market and its likely evolution in the short to mid-term, and long term.

Chapter 3 makes a detailed analysis of the market's competitive landscape of the market and provides the market share, capacity, output, price, latest development plan, merger, and acquisition information of the main manufacturers in the market.

Chapter 4 is the analysis of the whole market industrial chain, including the upstream and downstream of the industry, as well as Porter's five forces analysis.

Chapter 5 introduces the latest developments of the market, the driving factors and restrictive factors of the market, the challenges and risks faced by manufacturers in the industry, and the analysis of relevant policies in the industry.

Chapter 6 provides the analysis of various market segments according to product types, covering the market size and development potential of each market segment, to help readers find the blue ocean market in different market segments.

Chapter 7 provides the analysis of various market segments according to application, covering the market size and development potential of each market segment, to help readers find the blue ocean market in different downstream markets.

Chapter 8 provides a quantitative analysis of the market size and development potential of each region from the consumer side and its main countries and introduces the market development, future development prospects, market space, and capacity of each country in the world.

Chapter 9 shares the main producing countries of Customer Engagement Solutions, their output value, profit level, regional supply, production capacity layout, etc. from the supply side.

Chapter 10 introduces the basic situation of the main companies in the market in detail, including product sales revenue, sales volume, price, gross profit margin, market share, product introduction, recent development, etc.

Chapter 11 provides a quantitative analysis of the market size and development potential of each region during the forecast period.

Chapter 12 provides a quantitative analysis of the market size and development potential of each market segment during the forecast period.

Chapter 13 is the main points and conclusions of the report.

Contents

1 RESEARCH METHODOLOGY AND STATISTICAL SCOPE

1.1 Market Definition and Statistical Scope of Customer Engagement Solutions

1.2 Key Market Segments

1.2.1 Customer Engagement Solutions Segment by Type

1.2.2 Customer Engagement Solutions Segment by Application

1.3 Methodology & Sources of Information

1.3.1 Research Methodology

1.3.2 Research Process

1.3.3 Market Breakdown and Data Triangulation

1.3.4 Base Year

1.3.5 Report Assumptions & Caveats

2 CUSTOMER ENGAGEMENT SOLUTIONS MARKET OVERVIEW

2.1 Global Market Overview

2.2 Market Segment Executive Summary

2.3 Global Market Size by Region

3 CUSTOMER ENGAGEMENT SOLUTIONS MARKET COMPETITIVE LANDSCAPE

3.1 Global Customer Engagement Solutions Revenue Market Share by Company (2019-2024)

3.2 Customer Engagement Solutions Market Share by Company Type (Tier 1, Tier 2, and Tier 3)

3.3 Company Customer Engagement Solutions Market Size Sites, Area Served, Product Type

3.4 Customer Engagement Solutions Market Competitive Situation and Trends

3.4.1 Customer Engagement Solutions Market Concentration Rate

3.4.2 Global 5 and 10 Largest Customer Engagement Solutions Players Market Share by Revenue

3.4.3 Mergers & Acquisitions, Expansion

4 CUSTOMER ENGAGEMENT SOLUTIONS VALUE CHAIN ANALYSIS

4.1 Customer Engagement Solutions Value Chain Analysis

4.2 Midstream Market Analysis

4.3 Downstream Customer Analysis

5 THE DEVELOPMENT AND DYNAMICS OF CUSTOMER ENGAGEMENT SOLUTIONS MARKET

5.1 Key Development Trends

5.2 Driving Factors

5.3 Market Challenges

5.4 Market Restraints

5.5 Industry News

5.5.1 Mergers & Acquisitions

5.5.2 Expansions

5.5.3 Collaboration/Supply Contracts

5.6 Industry Policies

6 CUSTOMER ENGAGEMENT SOLUTIONS MARKET SEGMENTATION BY TYPE

6.1 Evaluation Matrix of Segment Market Development Potential (Type)

6.2 Global Customer Engagement Solutions Market Size Market Share by Type (2019-2024)

6.3 Global Customer Engagement Solutions Market Size Growth Rate by Type (2019-2024)

7 CUSTOMER ENGAGEMENT SOLUTIONS MARKET SEGMENTATION BY APPLICATION

7.1 Evaluation Matrix of Segment Market Development Potential (Application)

7.2 Global Customer Engagement Solutions Market Size (M USD) by Application (2019-2024)

7.3 Global Customer Engagement Solutions Market Size Growth Rate by Application (2019-2024)

8 CUSTOMER ENGAGEMENT SOLUTIONS MARKET SEGMENTATION BY REGION

8.1 Global Customer Engagement Solutions Market Size by Region

8.1.1 Global Customer Engagement Solutions Market Size by Region

8.1.2 Global Customer Engagement Solutions Market Size Market Share by Region

8.2 North America

8.2.1 North America Customer Engagement Solutions Market Size by Country

8.2.2 U.S.

8.2.3 Canada

8.2.4 Mexico

8.3 Europe

8.3.1 Europe Customer Engagement Solutions Market Size by Country

8.3.2 Germany

8.3.3 France

8.3.4 U.K.

8.3.5 Italy

8.3.6 Russia

8.4 Asia Pacific

8.4.1 Asia Pacific Customer Engagement Solutions Market Size by Region

8.4.2 China

8.4.3 Japan

8.4.4 South Korea

8.4.5 India

8.4.6 Southeast Asia

8.5 South America

8.5.1 South America Customer Engagement Solutions Market Size by Country

8.5.2 Brazil

8.5.3 Argentina

8.5.4 Columbia

8.6 Middle East and Africa

8.6.1 Middle East and Africa Customer Engagement Solutions Market Size by Region

8.6.2 Saudi Arabia

8.6.3 UAE

8.6.4 Egypt

8.6.5 Nigeria

8.6.6 South Africa

9 KEY COMPANIES PROFILE

9.1 Avaya

9.1.1 Avaya Customer Engagement Solutions Basic Information

9.1.2 Avaya Customer Engagement Solutions Product Overview

9.1.3 Avaya Customer Engagement Solutions Product Market Performance

9.1.4 Avaya Customer Engagement Solutions SWOT Analysis

9.1.5 Avaya Business Overview

9.1.6 Avaya Recent Developments

9.2 Aspect Software

- 9.2.1 Aspect Software Customer Engagement Solutions Basic Information
- 9.2.2 Aspect Software Customer Engagement Solutions Product Overview
- 9.2.3 Aspect Software Customer Engagement Solutions Product Market Performance
- 9.2.4 Aspect Software Customer Engagement Solutions SWOT Analysis
- 9.2.5 Aspect Software Business Overview
- 9.2.6 Aspect Software Recent Developments

9.3 Calabrio

- 9.3.1 Calabrio Customer Engagement Solutions Basic Information
- 9.3.2 Calabrio Customer Engagement Solutions Product Overview
- 9.3.3 Calabrio Customer Engagement Solutions Product Market Performance
- 9.3.4 Calabrio Customer Engagement Solutions SWOT Analysis
- 9.3.5 Calabrio Business Overview
- 9.3.6 Calabrio Recent Developments

9.4 Genesys

- 9.4.1 Genesys Customer Engagement Solutions Basic Information
- 9.4.2 Genesys Customer Engagement Solutions Product Overview
- 9.4.3 Genesys Customer Engagement Solutions Product Market Performance
- 9.4.4 Genesys Business Overview
- 9.4.5 Genesys Recent Developments

9.5 IBM

- 9.5.1 IBM Customer Engagement Solutions Basic Information
- 9.5.2 IBM Customer Engagement Solutions Product Overview
- 9.5.3 IBM Customer Engagement Solutions Product Market Performance
- 9.5.4 IBM Business Overview
- 9.5.5 IBM Recent Developments

9.6 Microsoft

- 9.6.1 Microsoft Customer Engagement Solutions Basic Information
- 9.6.2 Microsoft Customer Engagement Solutions Product Overview
- 9.6.3 Microsoft Customer Engagement Solutions Product Market Performance
- 9.6.4 Microsoft Business Overview
- 9.6.5 Microsoft Recent Developments

9.7 Nice Systems

- 9.7.1 Nice Systems Customer Engagement Solutions Basic Information
- 9.7.2 Nice Systems Customer Engagement Solutions Product Overview
- 9.7.3 Nice Systems Customer Engagement Solutions Product Market Performance
- 9.7.4 Nice Systems Business Overview
- 9.7.5 Nice Systems Recent Developments

9.8 Nuance Communications

- 9.8.1 Nuance Communications Customer Engagement Solutions Basic Information
- 9.8.2 Nuance Communications Customer Engagement Solutions Product Overview
- 9.8.3 Nuance Communications Customer Engagement Solutions Product Market Performance
- 9.8.4 Nuance Communications Business Overview
- 9.8.5 Nuance Communications Recent Developments
- 9.9 Opentext
 - 9.9.1 Opentext Customer Engagement Solutions Basic Information
 - 9.9.2 Opentext Customer Engagement Solutions Product Overview
 - 9.9.3 Opentext Customer Engagement Solutions Product Market Performance
 - 9.9.4 Opentext Business Overview
 - 9.9.5 Opentext Recent Developments
- 9.10 Oracle
 - 9.10.1 Oracle Customer Engagement Solutions Basic Information
 - 9.10.2 Oracle Customer Engagement Solutions Product Overview
 - 9.10.3 Oracle Customer Engagement Solutions Product Market Performance
 - 9.10.4 Oracle Business Overview
 - 9.10.5 Oracle Recent Developments
- 9.11 Pegasystems
 - 9.11.1 Pegasystems Customer Engagement Solutions Basic Information
 - 9.11.2 Pegasystems Customer Engagement Solutions Product Overview
 - 9.11.3 Pegasystems Customer Engagement Solutions Product Market Performance
 - 9.11.4 Pegasystems Business Overview
 - 9.11.5 Pegasystems Recent Developments
- 9.12 Pitney Bowes
 - 9.12.1 Pitney Bowes Customer Engagement Solutions Basic Information
 - 9.12.2 Pitney Bowes Customer Engagement Solutions Product Overview
 - 9.12.3 Pitney Bowes Customer Engagement Solutions Product Market Performance
 - 9.12.4 Pitney Bowes Business Overview
 - 9.12.5 Pitney Bowes Recent Developments
- 9.13 Salesforce
 - 9.13.1 Salesforce Customer Engagement Solutions Basic Information
 - 9.13.2 Salesforce Customer Engagement Solutions Product Overview
 - 9.13.3 Salesforce Customer Engagement Solutions Product Market Performance
 - 9.13.4 Salesforce Business Overview
 - 9.13.5 Salesforce Recent Developments
- 9.14 SAP
 - 9.14.1 SAP Customer Engagement Solutions Basic Information
 - 9.14.2 SAP Customer Engagement Solutions Product Overview

9.14.3 SAP Customer Engagement Solutions Product Market Performance

9.14.4 SAP Business Overview

9.14.5 SAP Recent Developments

9.15 Servicenow

9.15.1 Servicenow Customer Engagement Solutions Basic Information

9.15.2 Servicenow Customer Engagement Solutions Product Overview

9.15.3 Servicenow Customer Engagement Solutions Product Market Performance

9.15.4 Servicenow Business Overview

9.15.5 Servicenow Recent Developments

9.16 Verint Systems

9.16.1 Verint Systems Customer Engagement Solutions Basic Information

9.16.2 Verint Systems Customer Engagement Solutions Product Overview

9.16.3 Verint Systems Customer Engagement Solutions Product Market Performance

9.16.4 Verint Systems Business Overview

9.16.5 Verint Systems Recent Developments

9.17 Zendesk

9.17.1 Zendesk Customer Engagement Solutions Basic Information

9.17.2 Zendesk Customer Engagement Solutions Product Overview

9.17.3 Zendesk Customer Engagement Solutions Product Market Performance

9.17.4 Zendesk Business Overview

9.17.5 Zendesk Recent Developments

9.18 Egain Corporation

9.18.1 Egain Corporation Customer Engagement Solutions Basic Information

9.18.2 Egain Corporation Customer Engagement Solutions Product Overview

9.18.3 Egain Corporation Customer Engagement Solutions Product Market

Performance

9.18.4 Egain Corporation Business Overview

9.18.5 Egain Corporation Recent Developments

9.19 Bpmonline

9.19.1 Bpmonline Customer Engagement Solutions Basic Information

9.19.2 Bpmonline Customer Engagement Solutions Product Overview

9.19.3 Bpmonline Customer Engagement Solutions Product Market Performance

9.19.4 Bpmonline Business Overview

9.19.5 Bpmonline Recent Developments

9.20 Crmnext

9.20.1 Crmnext Customer Engagement Solutions Basic Information

9.20.2 Crmnext Customer Engagement Solutions Product Overview

9.20.3 Crmnext Customer Engagement Solutions Product Market Performance

9.20.4 Crmnext Business Overview

9.20.5 Crmnex Recent Developments

9.21 Eptica

9.21.1 Eptica Customer Engagement Solutions Basic Information

9.21.2 Eptica Customer Engagement Solutions Product Overview

9.21.3 Eptica Customer Engagement Solutions Product Market Performance

9.21.4 Eptica Business Overview

9.21.5 Eptica Recent Developments

9.22 Freshworks

9.22.1 Freshworks Customer Engagement Solutions Basic Information

9.22.2 Freshworks Customer Engagement Solutions Product Overview

9.22.3 Freshworks Customer Engagement Solutions Product Market Performance

9.22.4 Freshworks Business Overview

9.22.5 Freshworks Recent Developments

9.23 Ifs-MplsysteMS

9.23.1 Ifs-MplsysteMS Customer Engagement Solutions Basic Information

9.23.2 Ifs-MplsysteMS Customer Engagement Solutions Product Overview

9.23.3 Ifs-MplsysteMS Customer Engagement Solutions Product Market Performance

9.23.4 Ifs-MplsysteMS Business Overview

9.23.5 Ifs-MplsysteMS Recent Developments

9.24 Lithium Technologies

9.24.1 Lithium Technologies Customer Engagement Solutions Basic Information

9.24.2 Lithium Technologies Customer Engagement Solutions Product Overview

9.24.3 Lithium Technologies Customer Engagement Solutions Product Market

Performance

9.24.4 Lithium Technologies Business Overview

9.24.5 Lithium Technologies Recent Developments

9.25 Sugarcrm

9.25.1 Sugarcrm Customer Engagement Solutions Basic Information

9.25.2 Sugarcrm Customer Engagement Solutions Product Overview

9.25.3 Sugarcrm Customer Engagement Solutions Product Market Performance

9.25.4 Sugarcrm Business Overview

9.25.5 Sugarcrm Recent Developments

10 CUSTOMER ENGAGEMENT SOLUTIONS REGIONAL MARKET FORECAST

10.1 Global Customer Engagement Solutions Market Size Forecast

10.2 Global Customer Engagement Solutions Market Forecast by Region

10.2.1 North America Market Size Forecast by Country

10.2.2 Europe Customer Engagement Solutions Market Size Forecast by Country

- 10.2.3 Asia Pacific Customer Engagement Solutions Market Size Forecast by Region
- 10.2.4 South America Customer Engagement Solutions Market Size Forecast by Country
- 10.2.5 Middle East and Africa Forecasted Consumption of Customer Engagement Solutions by Country

11 FORECAST MARKET BY TYPE AND BY APPLICATION (2025-2032)

- 11.1 Global Customer Engagement Solutions Market Forecast by Type (2025-2032)
- 11.2 Global Customer Engagement Solutions Market Forecast by Application (2025-2032)

12 CONCLUSION AND KEY FINDINGS

List Of Tables

LIST OF TABLES

Table 1. Introduction of the Type

Table 2. Introduction of the Application

Table 3. Market Size (M USD) Segment Executive Summary

Table 4. Customer Engagement Solutions Market Size Comparison by Region (M USD)

Table 5. Global Customer Engagement Solutions Revenue (M USD) by Company
(2019-2024)

Table 6. Global Customer Engagement Solutions Revenue Share by Company
(2019-2024)

Table 7. Company Type (Tier 1, Tier 2, and Tier 3) & (based on the Revenue in
Customer Engagement Solutions as of 2022)

Table 8. Company Customer Engagement Solutions Market Size Sites and Area Served

Table 9. Company Customer Engagement Solutions Product Type

Table 10. Global Customer Engagement Solutions Company Market Concentration
Ratio (CR5 and HHI)

Table 11. Mergers & Acquisitions, Expansion Plans

Table 12. Value Chain Map of Customer Engagement Solutions

Table 13. Midstream Market Analysis

Table 14. Downstream Customer Analysis

Table 15. Key Development Trends

Table 16. Driving Factors

Table 17. Customer Engagement Solutions Market Challenges

Table 18. Global Customer Engagement Solutions Market Size by Type (M USD)

Table 19. Global Customer Engagement Solutions Market Size (M USD) by Type
(2019-2024)

Table 20. Global Customer Engagement Solutions Market Size Share by Type
(2019-2024)

Table 21. Global Customer Engagement Solutions Market Size Growth Rate by Type
(2019-2024)

Table 22. Global Customer Engagement Solutions Market Size by Application

Table 23. Global Customer Engagement Solutions Market Size by Application
(2019-2024) & (M USD)

Table 24. Global Customer Engagement Solutions Market Share by Application
(2019-2024)

Table 25. Global Customer Engagement Solutions Market Size Growth Rate by
Application (2019-2024)

Table 26. Global Customer Engagement Solutions Market Size by Region (2019-2024) & (M USD)
Table 27. Global Customer Engagement Solutions Market Size Market Share by Region (2019-2024)
Table 28. North America Customer Engagement Solutions Market Size by Country (2019-2024) & (M USD)
Table 29. Europe Customer Engagement Solutions Market Size by Country (2019-2024) & (M USD)
Table 30. Asia Pacific Customer Engagement Solutions Market Size by Region (2019-2024) & (M USD)
Table 31. South America Customer Engagement Solutions Market Size by Country (2019-2024) & (M USD)
Table 32. Middle East and Africa Customer Engagement Solutions Market Size by Region (2019-2024) & (M USD)
Table 33. Avaya Customer Engagement Solutions Basic Information
Table 34. Avaya Customer Engagement Solutions Product Overview
Table 35. Avaya Customer Engagement Solutions Revenue (M USD) and Gross Margin (2019-2024)
Table 36. Avaya Customer Engagement Solutions SWOT Analysis
Table 37. Avaya Business Overview
Table 38. Avaya Recent Developments
Table 39. Aspect Software Customer Engagement Solutions Basic Information
Table 40. Aspect Software Customer Engagement Solutions Product Overview
Table 41. Aspect Software Customer Engagement Solutions Revenue (M USD) and Gross Margin (2019-2024)
Table 42. Aspect Software Customer Engagement Solutions SWOT Analysis
Table 43. Aspect Software Business Overview
Table 44. Aspect Software Recent Developments
Table 45. Calabrio Customer Engagement Solutions Basic Information
Table 46. Calabrio Customer Engagement Solutions Product Overview
Table 47. Calabrio Customer Engagement Solutions Revenue (M USD) and Gross Margin (2019-2024)
Table 48. Calabrio Customer Engagement Solutions SWOT Analysis
Table 49. Calabrio Business Overview
Table 50. Calabrio Recent Developments
Table 51. Genesys Customer Engagement Solutions Basic Information
Table 52. Genesys Customer Engagement Solutions Product Overview
Table 53. Genesys Customer Engagement Solutions Revenue (M USD) and Gross Margin (2019-2024)

Table 54. Genesys Business Overview

Table 55. Genesys Recent Developments

Table 56. IBM Customer Engagement Solutions Basic Information

Table 57. IBM Customer Engagement Solutions Product Overview

Table 58. IBM Customer Engagement Solutions Revenue (M USD) and Gross Margin (2019-2024)

Table 59. IBM Business Overview

Table 60. IBM Recent Developments

Table 61. Microsoft Customer Engagement Solutions Basic Information

Table 62. Microsoft Customer Engagement Solutions Product Overview

Table 63. Microsoft Customer Engagement Solutions Revenue (M USD) and Gross Margin (2019-2024)

Table 64. Microsoft Business Overview

Table 65. Microsoft Recent Developments

Table 66. Nice Systems Customer Engagement Solutions Basic Information

Table 67. Nice Systems Customer Engagement Solutions Product Overview

Table 68. Nice Systems Customer Engagement Solutions Revenue (M USD) and Gross Margin (2019-2024)

Table 69. Nice Systems Business Overview

Table 70. Nice Systems Recent Developments

Table 71. Nuance Communications Customer Engagement Solutions Basic Information

Table 72. Nuance Communications Customer Engagement Solutions Product Overview

Table 73. Nuance Communications Customer Engagement Solutions Revenue (M USD) and Gross Margin (2019-2024)

Table 74. Nuance Communications Business Overview

Table 75. Nuance Communications Recent Developments

Table 76. Opentext Customer Engagement Solutions Basic Information

Table 77. Opentext Customer Engagement Solutions Product Overview

Table 78. Opentext Customer Engagement Solutions Revenue (M USD) and Gross Margin (2019-2024)

Table 79. Opentext Business Overview

Table 80. Opentext Recent Developments

Table 81. Oracle Customer Engagement Solutions Basic Information

Table 82. Oracle Customer Engagement Solutions Product Overview

Table 83. Oracle Customer Engagement Solutions Revenue (M USD) and Gross Margin (2019-2024)

Table 84. Oracle Business Overview

Table 85. Oracle Recent Developments

Table 86. Pegasystems Customer Engagement Solutions Basic Information

Table 87. Pegasystems Customer Engagement Solutions Product Overview
Table 88. Pegasystems Customer Engagement Solutions Revenue (M USD) and Gross Margin (2019-2024)
Table 89. Pegasystems Business Overview
Table 90. Pegasystems Recent Developments
Table 91. Pitney Bowes Customer Engagement Solutions Basic Information
Table 92. Pitney Bowes Customer Engagement Solutions Product Overview
Table 93. Pitney Bowes Customer Engagement Solutions Revenue (M USD) and Gross Margin (2019-2024)
Table 94. Pitney Bowes Business Overview
Table 95. Pitney Bowes Recent Developments
Table 96. Salesforce Customer Engagement Solutions Basic Information
Table 97. Salesforce Customer Engagement Solutions Product Overview
Table 98. Salesforce Customer Engagement Solutions Revenue (M USD) and Gross Margin (2019-2024)
Table 99. Salesforce Business Overview
Table 100. Salesforce Recent Developments
Table 101. SAP Customer Engagement Solutions Basic Information
Table 102. SAP Customer Engagement Solutions Product Overview
Table 103. SAP Customer Engagement Solutions Revenue (M USD) and Gross Margin (2019-2024)
Table 104. SAP Business Overview
Table 105. SAP Recent Developments
Table 106. Servicenow Customer Engagement Solutions Basic Information
Table 107. Servicenow Customer Engagement Solutions Product Overview
Table 108. Servicenow Customer Engagement Solutions Revenue (M USD) and Gross Margin (2019-2024)
Table 109. Servicenow Business Overview
Table 110. Servicenow Recent Developments
Table 111. Verint Systems Customer Engagement Solutions Basic Information
Table 112. Verint Systems Customer Engagement Solutions Product Overview
Table 113. Verint Systems Customer Engagement Solutions Revenue (M USD) and Gross Margin (2019-2024)
Table 114. Verint Systems Business Overview
Table 115. Verint Systems Recent Developments
Table 116. Zendesk Customer Engagement Solutions Basic Information
Table 117. Zendesk Customer Engagement Solutions Product Overview
Table 118. Zendesk Customer Engagement Solutions Revenue (M USD) and Gross Margin (2019-2024)

Table 119. Zendesk Business Overview
Table 120. Zendesk Recent Developments
Table 121. Egain Corporation Customer Engagement Solutions Basic Information
Table 122. Egain Corporation Customer Engagement Solutions Product Overview
Table 123. Egain Corporation Customer Engagement Solutions Revenue (M USD) and Gross Margin (2019-2024)
Table 124. Egain Corporation Business Overview
Table 125. Egain Corporation Recent Developments
Table 126. Bpmonline Customer Engagement Solutions Basic Information
Table 127. Bpmonline Customer Engagement Solutions Product Overview
Table 128. Bpmonline Customer Engagement Solutions Revenue (M USD) and Gross Margin (2019-2024)
Table 129. Bpmonline Business Overview
Table 130. Bpmonline Recent Developments
Table 131. Crmnext Customer Engagement Solutions Basic Information
Table 132. Crmnext Customer Engagement Solutions Product Overview
Table 133. Crmnext Customer Engagement Solutions Revenue (M USD) and Gross Margin (2019-2024)
Table 134. Crmnext Business Overview
Table 135. Crmnext Recent Developments
Table 136. Eptica Customer Engagement Solutions Basic Information
Table 137. Eptica Customer Engagement Solutions Product Overview
Table 138. Eptica Customer Engagement Solutions Revenue (M USD) and Gross Margin (2019-2024)
Table 139. Eptica Business Overview
Table 140. Eptica Recent Developments
Table 141. Freshworks Customer Engagement Solutions Basic Information
Table 142. Freshworks Customer Engagement Solutions Product Overview
Table 143. Freshworks Customer Engagement Solutions Revenue (M USD) and Gross Margin (2019-2024)
Table 144. Freshworks Business Overview
Table 145. Freshworks Recent Developments
Table 146. Ifs-MplsysteMS Customer Engagement Solutions Basic Information
Table 147. Ifs-MplsysteMS Customer Engagement Solutions Product Overview
Table 148. Ifs-MplsysteMS Customer Engagement Solutions Revenue (M USD) and Gross Margin (2019-2024)
Table 149. Ifs-MplsysteMS Business Overview
Table 150. Ifs-MplsysteMS Recent Developments
Table 151. Lithium Technologies Customer Engagement Solutions Basic Information

Table 152. Lithium Technologies Customer Engagement Solutions Product Overview

Table 153. Lithium Technologies Customer Engagement Solutions Revenue (M USD) and Gross Margin (2019-2024)

Table 154. Lithium Technologies Business Overview

Table 155. Lithium Technologies Recent Developments

Table 156. Sugarcrm Customer Engagement Solutions Basic Information

Table 157. Sugarcrm Customer Engagement Solutions Product Overview

Table 158. Sugarcrm Customer Engagement Solutions Revenue (M USD) and Gross Margin (2019-2024)

Table 159. Sugarcrm Business Overview

Table 160. Sugarcrm Recent Developments

Table 161. Global Customer Engagement Solutions Market Size Forecast by Region (2025-2032) & (M USD)

Table 162. North America Customer Engagement Solutions Market Size Forecast by Country (2025-2032) & (M USD)

Table 163. Europe Customer Engagement Solutions Market Size Forecast by Country (2025-2032) & (M USD)

Table 164. Asia Pacific Customer Engagement Solutions Market Size Forecast by Region (2025-2032) & (M USD)

Table 165. South America Customer Engagement Solutions Market Size Forecast by Country (2025-2032) & (M USD)

Table 166. Middle East and Africa Customer Engagement Solutions Market Size Forecast by Country (2025-2032) & (M USD)

Table 167. Global Customer Engagement Solutions Market Size Forecast by Type (2025-2032) & (M USD)

Table 168. Global Customer Engagement Solutions Market Size Forecast by Application (2025-2032) & (M USD)

List Of Figures

LIST OF FIGURES

Figure 1. Industrial Chain of Customer Engagement Solutions

Figure 2. Data Triangulation

Figure 3. Key Caveats

Figure 4. Global Customer Engagement Solutions Market Size (M USD), 2019-2032

Figure 5. Global Customer Engagement Solutions Market Size (M USD) (2019-2032)

Figure 6. Evaluation Matrix of Segment Market Development Potential (Type)

Figure 7. Evaluation Matrix of Segment Market Development Potential (Application)

Figure 8. Evaluation Matrix of Regional Market Development Potential

Figure 9. Customer Engagement Solutions Market Size by Country (M USD)

Figure 10. Global Customer Engagement Solutions Revenue Share by Company in 2023

Figure 11. Customer Engagement Solutions Market Share by Company Type (Tier 1, Tier 2 and Tier 3): 2023

Figure 12. The Global 5 and 10 Largest Players: Market Share by Customer Engagement Solutions Revenue in 2023

Figure 13. Evaluation Matrix of Segment Market Development Potential (Type)

Figure 14. Global Customer Engagement Solutions Market Share by Type

Figure 15. Market Size Share of Customer Engagement Solutions by Type (2019-2024)

Figure 16. Market Size Market Share of Customer Engagement Solutions by Type in 2022

Figure 17. Global Customer Engagement Solutions Market Size Growth Rate by Type (2019-2024)

Figure 18. Evaluation Matrix of Segment Market Development Potential (Application)

Figure 19. Global Customer Engagement Solutions Market Share by Application

Figure 20. Global Customer Engagement Solutions Market Share by Application (2019-2024)

Figure 21. Global Customer Engagement Solutions Market Share by Application in 2022

Figure 22. Global Customer Engagement Solutions Market Size Growth Rate by Application (2019-2024)

Figure 23. Global Customer Engagement Solutions Market Size Market Share by Region (2019-2024)

Figure 24. North America Customer Engagement Solutions Market Size and Growth Rate (2019-2024) & (M USD)

Figure 25. North America Customer Engagement Solutions Market Size Market Share by Country in 2023

Figure 26. U.S. Customer Engagement Solutions Market Size and Growth Rate (2019-2024) & (M USD)

Figure 27. Canada Customer Engagement Solutions Market Size (M USD) and Growth Rate (2019-2024)

Figure 28. Mexico Customer Engagement Solutions Market Size (Units) and Growth Rate (2019-2024)

Figure 29. Europe Customer Engagement Solutions Market Size and Growth Rate (2019-2024) & (M USD)

Figure 30. Europe Customer Engagement Solutions Market Size Market Share by Country in 2023

Figure 31. Germany Customer Engagement Solutions Market Size and Growth Rate (2019-2024) & (M USD)

Figure 32. France Customer Engagement Solutions Market Size and Growth Rate (2019-2024) & (M USD)

Figure 33. U.K. Customer Engagement Solutions Market Size and Growth Rate (2019-2024) & (M USD)

Figure 34. Italy Customer Engagement Solutions Market Size and Growth Rate (2019-2024) & (M USD)

Figure 35. Russia Customer Engagement Solutions Market Size and Growth Rate (2019-2024) & (M USD)

Figure 36. Asia Pacific Customer Engagement Solutions Market Size and Growth Rate (M USD)

Figure 37. Asia Pacific Customer Engagement Solutions Market Size Market Share by Region in 2023

Figure 38. China Customer Engagement Solutions Market Size and Growth Rate (2019-2024) & (M USD)

Figure 39. Japan Customer Engagement Solutions Market Size and Growth Rate (2019-2024) & (M USD)

Figure 40. South Korea Customer Engagement Solutions Market Size and Growth Rate (2019-2024) & (M USD)

Figure 41. India Customer Engagement Solutions Market Size and Growth Rate (2019-2024) & (M USD)

Figure 42. Southeast Asia Customer Engagement Solutions Market Size and Growth Rate (2019-2024) & (M USD)

Figure 43. South America Customer Engagement Solutions Market Size and Growth Rate (M USD)

Figure 44. South America Customer Engagement Solutions Market Size Market Share by Country in 2023

Figure 45. Brazil Customer Engagement Solutions Market Size and Growth Rate

(2019-2024) & (M USD)

Figure 46. Argentina Customer Engagement Solutions Market Size and Growth Rate (2019-2024) & (M USD)

Figure 47. Columbia Customer Engagement Solutions Market Size and Growth Rate (2019-2024) & (M USD)

Figure 48. Middle East and Africa Customer Engagement Solutions Market Size and Growth Rate (M USD)

Figure 49. Middle East and Africa Customer Engagement Solutions Market Size Market Share by Region in 2023

Figure 50. Saudi Arabia Customer Engagement Solutions Market Size and Growth Rate (2019-2024) & (M USD)

Figure 51. UAE Customer Engagement Solutions Market Size and Growth Rate (2019-2024) & (M USD)

Figure 52. Egypt Customer Engagement Solutions Market Size and Growth Rate (2019-2024) & (M USD)

Figure 53. Nigeria Customer Engagement Solutions Market Size and Growth Rate (2019-2024) & (M USD)

Figure 54. South Africa Customer Engagement Solutions Market Size and Growth Rate (2019-2024) & (M USD)

Figure 55. Global Customer Engagement Solutions Market Size Forecast by Value (2019-2032) & (M USD)

Figure 56. Global Customer Engagement Solutions Market Share Forecast by Type (2025-2032)

Figure 57. Global Customer Engagement Solutions Market Share Forecast by Application (2025-2032)

I would like to order

Product name: Global Customer Engagement Solutions Market Research Report 2024, Forecast to 2032

Product link: <https://marketpublishers.com/r/G55A6118CC89EN.html>

Price: US\$ 3,200.00 (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/G55A6118CC89EN.html>