

# Global Cloud Telephony for Retail Competitive Landscape Professional Research Report 2025

<https://marketpublishers.com/r/C2B517872FF9EN.html>

Date: June 2025

Pages: 165

Price: US\$ 3,500.00 (Single User License)

ID: C2B517872FF9EN

## Abstracts

### Market Overview

According to DIResearch's in-depth investigation and research, the global Cloud Telephony for Retail market size will reach Million USD in 2025 and is projected to reach Million USD by 2032, with a CAGR of % (2025-2032). Notably, the China Cloud Telephony for Retail market has changed rapidly in the past few years. By 2025, China's market size is expected to be Million USD, representing approximately % of the global market share.

### Research Summary

Cloud telephony for retail refers to the use of cloud-based communication solutions in the retail industry to optimize and streamline communication processes. It leverages cloud infrastructure to manage phone calls, SMS, and other communication channels, providing a more flexible and cost-effective way for retailers to interact with customers, employees, and suppliers. Cloud telephony eliminates the need for traditional phone systems and hardware, allowing retailers to scale their communication capabilities based on demand. It offers features like IVR (Interactive Voice Response), call tracking, call recording, and analytics, enabling retailers to provide better customer service, manage sales inquiries, and optimize their overall operational efficiency. With cloud telephony, retail businesses can improve customer experience, offer personalized services, and ensure seamless communication across multiple store locations. It also allows retailers to integrate their communication systems with other cloud-based applications, such as customer relationship management (CRM) tools, to enhance sales and marketing efforts and gain valuable insights into customer behavior and preferences.

The major global suppliers of Cloud Telephony for Retail include NFON, RingCentral, Cisco, Mitel Networks, Avaya, 8x8, Enreach, Destiny NV, Twilio, 3CX, AVOXI, Soluno, VoIPstudio, Fuze, Gamma, Zoom, Vonage, etc. The global players competition landscape in this report is divided into three tiers. The first tier comprises global leading enterprises that command a substantial market share, hold a dominant industry position, possess strong competitiveness and influence, and generate significant revenue. The second tier includes companies with a notable market presence and reputation; these firms actively follow industry leaders in product, service, or technological innovation and maintain a moderate revenue scale. The third tier consists of smaller companies with limited market share and lower brand recognition, primarily focused on local markets and generating comparatively lower revenue.

This report studies the market size, price trends and future development prospects of Cloud Telephony for Retail. Focus on analysing the market share, product portfolio, prices, sales, revenue and gross profit margin of global major suppliers, as well as the market status and trends of different product types and applications in the global Cloud Telephony for Retail market. The report data covers historical data from 2020 to 2024, based year in 2025 and forecast data from 2026 to 2032.

The regions and countries in the report include North America, Europe, China, APAC (excl. China), Latin America and Middle East and Africa, covering the Cloud Telephony for Retail market conditions and future development trends of key regions and countries, combined with industry-related policies and the latest technological developments, analyze the development characteristics of Cloud Telephony for Retail industries in various regions and countries, help companies understand the development characteristics of each region, help companies formulate business strategies, and achieve the ultimate goal of the company's global development strategy.

The data sources of this report mainly include the National Bureau of Statistics, customs databases, industry associations, corporate financial reports, third-party databases, etc. Among them, macroeconomic data mainly comes from the National Bureau of Statistics, International Economic Research Organization; industry statistical data mainly come from industry associations; company data mainly comes from interviews, public information collection, third-party reliable databases, and price data mainly comes from various markets monitoring database.

**Global Key Suppliers of Cloud Telephony for Retail Include:**

NFON

RingCentral

Cisco

Mitel Networks

Avaya

8x8

Enreach

Destiny NV

Twilio

3CX

AVOXI

Soluno

VoIPstudio

Fuze

Gamma

Zoom

Vonage

Cloud Telephony for Retail Product Segment Include:

Unlimited Cloud Telephony

Metered Cloud Telephony

Cloud Telephony for Retail Product Application Include:

Small and Medium Business

Large Enterprise

## **Chapter Scope**

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