

# Global Computer Telephony Integration Software Competitive Landscape Professional Research Report 2025

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## Abstracts

### Market Overview

According to DIResearch's in-depth investigation and research, the global Computer Telephony Integration Software market size will reach 3,081.29 Million USD in 2025 and is projected to reach 9,231.11 Million USD by 2032, with a CAGR of 16.97% (2025-2032). Notably, the China Computer Telephony Integration Software 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

Computer Telephony Integration (CTI) software is a technology that enables seamless communication and integration between computer systems and telephone systems. It allows businesses to connect their customer relationship management (CRM) or helpdesk software with their phone systems, enhancing efficiency and productivity in handling customer interactions. CTI software can automatically retrieve customer information from the CRM when a call comes in, enabling agents to have personalized interactions and access relevant data in real-time. It also provides features like call logging, call routing, screen pop-ups, and click-to-dial, streamlining the call handling process and reducing call handling times. By integrating computer and telephony systems, CTI software optimizes customer service, increases agent productivity, and enhances overall customer experience.

The major global suppliers of Computer Telephony Integration Software include Five9, Salesforce, RingCentral, Twilio, Enghouse Interactive, NewVoiceMedia (Vonage),

Genesys, Zendesk, Freshworks, NICE inContact, Nextiva, Talkdesk, Jive Communications (LogMeIn), Ameyo, Aircall, Ozonetel, Tenfold, InGenius, 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 Computer Telephony Integration Software. 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 Computer Telephony Integration Software 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 Computer Telephony Integration Software 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 Computer Telephony Integration Software 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 Computer Telephony Integration Software Include:

Five9

Salesforce

RingCentral

Twilio

Enghouse Interactive

NewVoiceMedia (Vonage)

Genesys

Zendesk

Freshworks

NICE inContact

Nextiva

Talkdesk

Jive Communications (LogMeIn)

Ameyo

Aircall

Ozonetel

Tenfold

InGenius

Computer Telephony Integration Software Product Segment Include:

Cloud based

On-premises

Computer Telephony Integration Software Product Application Include:

Large Enterprise

SMEs

## **Chapter Scope**

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