

# **Contact Center as a Service Market Research Report: Information by Function (Automatic Call Distribution, Call Recording, Computer Telephony Integration, Customer Collaboration, Dialer, Interactive Voice Response, Reporting & Analytics, Workforce Optimization, Others), Enterprise Size (Small and Medium-Sized Enterprises (SMEs), Large Enterprises), Industry (BFSI, Consumer Goods & Retail, Government, Healthcare, IT & Telecom, Travel & Hospitality, Others), and Region (North America, Europe, Asia-Pacific, South America, and Middle East & Africa) - Forecast to 2030**

<https://marketpublishers.com/r/C468F77A7899EN.html>

Date: December 2021

Pages: 168

Price: US\$ 5,000.00 (Single User License)

ID: C468F77A7899EN

## **Abstracts**

### Market Overview

Fatpos Global has released a report titled Contact Center as a Service Market - Analysis of Market Size, Share & Trends for 2014 - 2020 and Forecasts to 2031. According to a study by Fatpos Global, is anticipated to reach USD 2.23 Billion in 2020 and projected to reach by with a CAGR of 17.9% during the forecast period, 2021–2030.. According to the report, emphasizes on the detailed understanding of some decisive factors such as size, share, sales, forecast trends, supply, production, demands, industry and CAGR in order to provide a comprehensive outlook of the global market

### Contact Center as a Service Market Market: Key Players

Cisco Systems Inc.  
Alcatel Lucent Enterprise  
Avaya, Inc.  
Enghouse Interactive, Inc.  
Five9, Inc.

### Segmentation

Based on Function

Automatic Call Distribution

Call Recording

Computer Telephony Integration

Customer Collaboration

Dialer

Interactive Voice Response

Reporting & Analytics

Workforce Optimization

Others

Based on Enterprise Size

Large Enterprises

Small & Medium Enterprises (SMEs)

Based on Industry

BFSI

Consumer Goods & Retail

Government

Healthcare

IT & Telecom

Travel & Hospitality

Others

Based on Region

North America

Europe

Asia-Pacific

South America

Middle East & Africa

Contact Center as a Service Market Market Dynamics

Contact Center as a Service Market Research Report: Information by Function (Automatic Call Distribution, Call...

Contact Center as a Service Market Market Size

Supply & Demand

Current Trends/Issues/Challenges

Competition & Companies Involved in the Market

Value Chain of the Market

Market Drivers and Restraints

The report sheds light on various aspects and answers pertinent questions on the market. Some of the important ones are:

COVID-19 pre and post business impact analysis

Detailed overview of the parent market

Changing market dynamics in the industry

In-depth market segmentation

What is the Contact Center as a Service Market Market growth?

Which segment accounted for the largest Contact Center as a Service Market Market share?

Who are the key players in the Griddles Market?

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

Recent industry trends and developments

Competitive landscape

Strategies of key players and products offered

Potential and niche segments, geographical regions exhibiting promising growth

A neutral perspective on market performance

Must-have information for market players to sustain and enhance their market footprint

Note: Although care has been taken to maintain the highest levels of accuracy in Fatpos Global's reports, recent market/vendor-specific changes may take time to reflect in the analysis.

## Contents

### **1. EXECUTIVE SUMMARY**

### **2. CONTACT CENTER AS A SERVICE MARKET**

- 2.1. Product Overview
- 2.2. Market Definition
- 2.3. Segmentation
- 2.4. Assumptions and Acronyms

### **3. RESEARCH METHODOLOGY**

- 3.1. Research Objectives
- 3.2. Primary Research
- 3.3. Secondary Research
- 3.4. Forecast Model
- 3.5. Market Size Estimation

### **4. AVERAGE PRICING ANALYSIS**

### **5. MACRO-ECONOMIC INDICATORS**

### **6. MARKET DYNAMICS**

- 6.1. Growth Drivers
- 6.2. Restraints
- 6.3. Opportunity
- 6.4. Trends

### **7. CORRELATION & REGRESSION ANALYSIS**

- 7.1. Correlation Matrix
- 7.2. Regression Matrix

### **8. RECENT DEVELOPMENT, POLICIES & REGULATORY LANDSCAPE**

### **9. RISK ANALYSIS**

9.1. Demand Risk Analysis

9.2. Supply Risk Analysis

## **10. CONTACT CENTER AS A SERVICE MARKET ANALYSIS**

10.1. Porters Five Forces

10.1.1. Threat of New Entrants

10.1.2. Bargaining Power of Suppliers

10.1.3. Threat of Substitutes

10.1.4. Rivalry

10.2. PEST Analysis

10.2.1. Political

10.2.2. Economic

10.2.3. Social

10.2.4. Technological

## **11. CONTACT CENTER AS A SERVICE MARKET**

11.1. Market Size & forecast, 2020A-2030F

11.1.1. By Value (USD Million) 2020-2030F; Y-o-Y Growth (%) 2021-2030F

11.1.2. By Volume (Million Units) 2020-2030F; Y-o-Y Growth (%) 2021-2030F

## **12. CONTACT CENTER AS A SERVICE MARKET: MARKET SEGMENTATION**

12.1. By Regions

12.1.1. North America:(U.S. and Canada), By Value (USD Million) 2020-2030F; Y-o-Y Growth (%) 2021-2030F

12.1.2. Latin America: (Brazil, Mexico, Argentina, Rest of Latin America), By Value (USD Million) 2020-2030F; Y-o-Y Growth (%) 2021-2030F

12.1.3. Europe: (Germany, UK, France, Italy, Spain, BENELUX, NORDIC, Hungary, Poland, Turkey, Russia, Rest of Europe), By Value (USD Million) 2020-2030F; Y-o-Y Growth (%) 2021-2030F

12.1.4. Asia-Pacific: (China, India, Japan, South Korea, Indonesia, Malaysia, Australia, New Zealand, Rest of Asia Pacific), By Value (USD Million) 2020-2030F; Y-o-Y Growth (%) 2021-2030F

12.1.5. Middle East and Africa: (Israel, GCC, North Africa, South Africa, Rest of Middle East and Africa), By Value (USD Million) 2020-2030F; Y-o-Y Growth (%) 2021-2030F

12.2. By network type: Market Share (2020-2030F)

- 12.2.1. Hardware , By Value (USD Million) 2020-2030F; Y-o-Y Growth (%)  
2021-2030F
- 12.2.2. Software , By Value (USD Million) 2020-2030F; Y-o-Y Growth (%) 2021-2030F
- 12.2.3. Services , By Value (USD Million) 2020-2030F; Y-o-Y Growth (%) 2021-2030F
- 12.3. By End user: Market Share (2020-2030F)
  - 12.3.1. Manufacturing, By Value (USD Million) 2020-2030F; Y-o-Y Growth (%)  
2021-2030F
  - 12.3.2. Healthcare, By Value (USD Million) 2020-2030F; Y-o-Y Growth (%)  
2021-2030F
  - 12.3.3. Energy and Utilities, By Value (USD Million) 2020-2030F; Y-o-Y Growth (%)  
2021-2030F
  - 12.3.4. IT & Telecom, By Value (USD Million) 2020-2030F; Y-o-Y Growth (%)  
2021-2030F
  - 12.3.5. Automotive and Transportation, By Value (USD Million) 2020-2030F; Y-o-Y  
Growth (%) 2021-2030F
  - 12.3.6. Supply Chain and Logistics, By Value (USD Million) 2020-2030F; Y-o-Y Growth  
(%) 2021-2030F
  - 12.3.7. Government and Public Safety, By Value (USD Million) 2020-2030F; Y-o-Y  
Growth (%) 2021-2030F
  - 12.3.8. Agriculture, By Value (USD Million) 2020-2030F; Y-o-Y Growth (%)  
2021-2030F
  - 12.3.9. Others, By Value (USD Million) 2020-2030F; Y-o-Y Growth (%) 2021-2030F

#### Company Profile

Cisco Systems Inc.

Alcatel Lucent Enterprise

Avaya, Inc.

Enghouse Interactive, Inc.

Five9, Inc.

#### Consultant Recommendation

**\*\*The above-given segmentations and companies could be subjected to further modification based on in-depth feasibility studies conducted for the final deliverable.**

## I would like to order

Product name: Contact Center as a Service Market Research Report: Information by Function (Automatic Call Distribution, Call Recording, Computer Telephony Integration, Customer Collaboration, Dialer, Interactive Voice Response, Reporting & Analytics, Workforce Optimization, Others), Enterprise Size (Small and Medium-Sized Enterprises (SMEs), Large Enterprises), Industry (BFSI, Consumer Goods & Retail, Government, Healthcare, IT & Telecom, Travel & Hospitality, Others), and Region (North America, Europe, Asia-Pacific, South America, and Middle East & Africa) - Forecast to 2030

Product link: <https://marketpublishers.com/r/C468F77A7899EN.html>

Price: US\$ 5,000.00 (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/C468F77A7899EN.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