

Global Cloud-Based Contact Center Market, 2021-2027

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Abstracts

A cloud contact center is central point in an enterprise, hosted on an internet server, from which all inbound and outbound customer communications are handled. Cloud contact centers make interactions through voice, email, social media and the web accessible from virtually anywhere. Garnering a CAGR of 20.6% from 2021 to 2027, the global cloud-based contact center market is projected to reach worth of USD 52,474 million by 2027-end, according to a new report by Gen Consulting Company.

The report provides in-depth analysis and insights regarding the current global market scenario, latest trends and drivers into global cloud-based contact center market. It offers an exclusive insight into various details such as market size, key trends, competitive landscape, growth rate and market segments.

The cloud-based contact center market is segmented on the basis of type, service, organization size, end user, and end user. The cloud-based contact center market is segmented as below:

By type:

automatic call distribution

agent performance optimization

dialers

interactive voice response

computer telephony integration

analytics & reporting

By service:

professional services

managed services

By organization size:

large enterprise

small and medium-sized enterprises (SMEs)

By end user:

end user

BFSI

IT & telecom

media & entertainment

retail and consumer

logistics & transport

healthcare

others

By region:

Asia Pacific

Europe

North America

Rest of the World (RoW)

The global cloud-based contact center market report offers detailed information on several market vendors, including 1Stream Inc., 3CLogic, Inc., 8X8 Inc., Amazon Web Services, Inc., Aspect Software Parent Inc., Avaya Holdings Corp., AVOXI, Inc, Cisco Systems, Inc., Connect First, Inc., Five9 Inc., Genesys Telecommunications Laboratories, Inc., Mitel Networks Corporation, NICE Ltd., Oracle Corporation, Teleforge Corporation, among others.

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Historical & Forecast Period

This research report provides analysis for each segment from 2017 to 2027 considering 2020 to be the base year.

Scope of the Report

To analyze and forecast the market size of the global cloud-based contact center market.

To classify and forecast the global cloud-based contact center market based on type, service, organization size, end user, and end user.

To identify drivers and challenges for the global cloud-based contact center market.

To examine competitive developments such as mergers & acquisitions, agreements, collaborations and partnerships, etc., in the global cloud-based contact center market.

To identify and analyze the profile of leading players operating in the global cloud-based contact center market.

Why Choose This Report

Gain a reliable outlook of the global cloud-based contact center market forecasts from 2021 to 2027 across scenarios.

Identify growth segments for investment.

Stay ahead of competitors through company profiles and market data.

The market estimate for ease of analysis across scenarios in Excel format.

Strategy consulting and research support for three months.

Print authentication provided for the single-user license.

Contents

PART 1. INTRODUCTION

- 1.1 Market definition
- 1.2 Key benefits
- 1.3 Market segment

PART 2. METHODOLOGY

- 2.1 Primary
- 2.2 Secondary

PART 3. EXECUTIVE SUMMARY

PART 4. MARKET OVERVIEW

- 4.1 Introduction
- 4.2 Market dynamics
 - 4.2.1 Drivers
 - 4.2.2 Restraints

PART 5. GLOBAL MARKET FOR CLOUD-BASED CONTACT CENTER BY TYPE

- 5.1 Automatic call distribution
 - 5.1.1 Market size and forecast
- 5.2 Agent performance optimization
 - 5.2.1 Market size and forecast
- 5.3 Dialers
 - 5.3.1 Market size and forecast
- 5.4 Interactive voice response
 - 5.4.1 Market size and forecast
- 5.5 Computer telephony integration
 - 5.5.1 Market size and forecast
- 5.6 Analytics & reporting
 - 5.6.1 Market size and forecast

PART 6. GLOBAL MARKET FOR CLOUD-BASED CONTACT CENTER BY SERVICE

- 6.1 Professional services
 - 6.1.1 Market size and forecast
- 6.2 Managed services
 - 6.2.1 Market size and forecast

PART 7. GLOBAL MARKET FOR CLOUD-BASED CONTACT CENTER BY ORGANIZATION SIZE

- 7.1 Large enterprise
 - 7.1.1 Market size and forecast
- 7.2 Small and medium-sized enterprises (SMEs)
 - 7.2.1 Market size and forecast

PART 8. GLOBAL MARKET FOR CLOUD-BASED CONTACT CENTER BY END USER

- 8.1 BFSI
 - 8.1.1 Market size and forecast
- 8.2 IT & telecom
 - 8.2.1 Market size and forecast
- 8.3 Media & entertainment
 - 8.3.1 Market size and forecast
- 8.4 Retail and consumer
 - 8.4.1 Market size and forecast
- 8.5 Logistics & transport
 - 8.5.1 Market size and forecast
- 8.6 Healthcare
 - 8.6.1 Market size and forecast
- 8.7 Others
 - 8.7.1 Market size and forecast

PART 9. GLOBAL MARKET FOR CLOUD-BASED CONTACT CENTER BY REGION

- 9.1 Asia Pacific
 - 9.1.1 Market size and forecast
- 9.2 Europe
 - 9.2.1 Market size and forecast
- 9.3 North America
 - 9.3.1 Market size and forecast

9.4 Rest of the World (RoW)

9.4.1 Market size and forecast

PART 10. KEY COMPETITOR PROFILES

10.1 1Stream Inc.

10.2 3CLogic, Inc.

10.3 8X8 Inc.

10.4 Amazon Web Services, Inc.

10.5 Aspect Software Parent Inc.

10.6 Avaya Holdings Corp.

10.7 AVOXI, Inc

10.8 Cisco Systems, Inc.

10.9 Connect First, Inc.

10.10 Five9 Inc.

10.11 Genesys Telecommunications Laboratories, Inc.

10.12 Mitel Networks Corporation

10.13 NICE Ltd.

10.14 Oracle Corporation

10.15 Teleforge Corporation

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