

Global Cloud-Based Contact Center Market 2022 - Industry Briefing

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Abstracts

The global cloud-based contact center market is anticipated to increase by USD 44 billion till 2028 at an average annual growth of 22.7 percent as per the latest report by Gen Consulting Company.

This industry report offers market estimates of the global market, followed by a detailed analysis of the component, deployment mode, organization size, end user, and region. The global market data on cloud-based contact center can be segmented by component: solutions, services. The solutions segment is estimated to account for the largest share of the global cloud-based contact center market. Cloud-based contact center market is further segmented by deployment mode: hybrid cloud, private cloud, public cloud. The public cloud segment held the largest revenue share in 2021. Based on organization size, the cloud-based contact center market is segmented into: large enterprises, small and medium enterprises (SMEs). Globally, the large enterprises segment made up the largest share of the cloud-based contact center market. On the basis of end user, the cloud-based contact center market also can be divided into: BFSI, healthcare, IT and telecom, logistics and transport, media and entertainment, retail and consumer, others. The BFSI segment was the largest contributor to the global cloud-based contact center market in 2021. Cloud-based contact center market by region is categorized into: Asia Pacific, Europe, North America, MEA (Middle East and Africa), Latin America.

The solutions market is further segmented into agent performance optimization, analytics and reporting, automatic call distribution, computer telephony integration, dialers, interactive voice response. The computer telephony integration segment held the largest share of the global cloud-based contact center market in 2021 and is anticipated to hold its share during the forecast period. Furthermore, the services

market has been categorized into managed services, professional services. In 2021, the managed services segment made up the largest share of revenue generated by the cloud-based contact center market.

The global cloud-based contact center market is highly competitive. As of 2021, the major players in the global cloud-based contact center market were 3CLogic Inc., 8x8 Inc., Amazon Web Services Inc., Avaya Inc., Cisco Systems Inc., Five9 Inc., Genesys Telecommunications Laboratories Inc., Mitel Networks Corporation, Nice inContact Inc., Oracle Corporation.

The data-centric report focuses on market trends, status and outlook for segments. With comprehensive market assessment across the major geographies, the report is a valuable asset for the existing players, new entrants and the future investors.

Why buy this report?

Get a detailed picture of the Global Cloud-Based Contact Center Market

Identify segments/areas to invest in over the forecast period in the Global Cloud-Based Contact Center Market

Understand the competitive environment, the market's leading players

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.

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Cisco Systems Inc.
Five9 Inc.
Genesys Telecommunications Laboratories, Inc.
Mitel Networks Corporation
Nice inContact Inc.
Oracle Corporation

PART 10. METHODOLOGY

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