

Agent Performance Optimization (APO): Market Research Report

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Abstracts

This report analyzes the worldwide markets for Agent Performance Optimization (APO) in US\$ Million.

The report provides separate comprehensive analytics for the US, Canada, Japan, Europe, Asia-Pacific, Latin America, and Rest of World.

Annual estimates and forecasts are provided for the period 2009 through 2017.

A six-year historic analysis is also provided for these markets.

The report profiles 45 companies including many key and niche players such as Aspect Software, Inc., Autonomy Corporation PLC, Bay Bridge Decision Technologies, Inc., Calabrio, Inc., CallMiner, Inc., ClickFox, Inc., Enkata, Envision Telephony, Inc., Genesys Telecommunications Laboratories, Inc., GMT Corporation, HigherGround, Inc., Interactive Intelligence, Inc., InVision Software AG, Merced Systems, Inc., Nexidia, Inc., NICE Systems Ltd., TELEOPTI AB, Verint Systems Inc., Voice Print International, Inc., Upstream Works Software Ltd., and UTOPY, Inc.

Market data and analytics are derived from primary and secondary research.

Company profiles are mostly extracted from URL research and reported select online sources.

Contents

1.INTRODUCTION, METHODOLOGY & PRODUCT DEFINITIONS

Study Reliability and Reporting Limitations
Disclaimers
Data Interpretation & Reporting Level
Quantitative Techniques & Analytics
Product Definitions and Scope of Study
Agent Performance Optimization
Workforce Management
Quality Management
Contact Center Analytics
Performance Management
E-Learning

2.INDUSTRY OVERVIEW

A Synopsis
Current and Future Analysis
Market Primer

Table 1. Cost Distribution in a Typical Contact Center (2010): Percentage Share Breakdown by Cost Factors – Agents & Supervisors, Facilities, Contact Center Management & Analysis, Telecom & Networking, Technology Depreciation & Maintenance, Technology Support Labor and Miscellaneous Costs (includes corresponding Graph/Chart)

Impact of Recession on Contact Center Applications Market
Development of Enhanced Applications Pushes Growth in the Market

3.MARKET TRENDS & ISSUES

Performance Optimization and Speech Analytics Ensure Future Growth
A Unique Impact of Recession on the WFM Market
WFM Exhibits Counter Cyclical Growth through the Recession
A Positive Outlook
The Need for Appropriately Communicating Value Proposition

WFO Steers Past Recession by Focusing on Customer Needs
Data Handling – A Matter of High Significance
Sluggish Economy Shifts Enterprise Focus towards ‘Customer Retention’
WFM Tools and the Crucial Aspect of Return on Investment
Essentials for Effective Implementation
Speech Analytics Holds Greater Potential
The Other Side of the Coin...
Speech Analytics Currently Hobbled by Limited Adoption
Mining ‘Gold’ from Speech Analytics
Current State of the Market
Outlook Ahead
CCPM Solutions Poised for a Bright Future
Software Penetration for Performance Management in Organizations

Table 2. Performance Management in Organizations (2008): Percentage Breakdown by Solution Types – In-house Developed Software, Vendor Provided Software, Paper-based and No-system (includes corresponding Graph/Chart)

Integration of Performance Management with WFO for Maximum Benefit
Deployment of Performance Analytics Challenged by Price Related Issues
CEA and DA – Two New Entrants in the Market for Contact Center Analytics
From ‘Reactive’ to ‘Proactive’ – Desktop Analytics Transform Contact Centers
E- Learning – Learning from Mistakes
Coaching – A Niche Module with High Potential

4.CONTACT CENTER WORKFORCE OPTIMIZATION (WFO) –AN OVERVIEW

Workforce Optimization Builds on Workforce Management
WFO Suites and its Modules
WFO Suites for Contact Centers – The Road Ahead
WFO Through the Recent Recession (2009)

Table 3. Global Market for WFO Solutions (2009): Percentage Breakdown of Share in Total Company GAAP Revenue by WFO Solution Vendors – Autonomy etalk, Verint, Nice, Aspect and Others (includes corresponding Graph/Chart)

The Market in 2010

Table 4. Global Market for Workforce Optimization (2010): Percentage Share Breakdown by Vendors – Nice, Verint, Aspect, Autonomy etalk, Interactive Intelligence, Calabrio, Envision, VPI and Others (includes corresponding Graph/Chart)

A Positive Outlook...

Recession-Induced Trends in the WFO Market

5.WFO MARKET TRENDS & ISSUES

Workforce Optimization – A Convergence of Contact Center Applications

Innovation Driving the Market

Agent Optimization Solutions Widen Scope

The Growth Trajectory

Software for Workforce Optimization

Nascent State of Development

Hosted/SaaS Models Fast Replacing Premise-Based Models

A Wider Choice for Customers

WFO Outside Contact Centers

WFO Suites for Small and Mid-sized Organizations

Individual Modules Vs. Suites

Illustration of value proposition for workforce optimization suites and related modules

The Regulatory Mechanism

R&D

6.SERVICE OVERVIEW

Contact Center

Agent Performance Optimization

Workforce Management

WFM Modules

Scheduling – A Key Aspect of Workforce Management

Quality Management

Call Center Analytics

Speech Analytics

Phonetic-based Products

Key Word Spotting

Large Vocabulary Continuous Speech Recognition

Call Recording Software

Call Recording Software Programs of Companies with Details of License and Latest Version of the Software

Performance Management and Performance Analytics

Focusing on 'Call Context'

Combining Speech and Performance Analytics – The Latest Trend

E-Learning

7.TEXT ANALYTICS - AN OVERVIEW

8.PRODUCT INTRODUCTIONS/LAUNCHES

VPI Introduces VPI EMPOWER 5.2 Range of Advanced Analytic Solutions

KnoahSoft Launches a Speech Analyzer SuiTable for all Editions of its Harmony Suite

NICE Launches Real-Time Speech Analytics

NICE Launches PCI-Compliant Interaction Recording Solution

Aspect Introduces Aspect® Performance Management 7 WFO Solution

NICE Systems Launches Latest Version of NICE IEX WFM Solutions

IBM Introduces Real-Time Analytics Matching Platform

Zultys Introduces Mxreport™ APO Tool

Rainmaker Launches Rainmaker Connect, an Integrated Contact Center Solution

NVoq™ Introduces SayIt Speech-to-text Application for Call Center Agents

Calabrio Launches 'Calbrio One' Contact Center Solution Series

UTOPY Unveils New SpeechMiner 7.0 Speech Analytics Platform

UTOPY Launches Three New Contact Center Applications

Leap Analytix and CallMiner Introduce Novel Speech Analytic Services Solution

Enkata Launches Customer Experience Analyzer

Enkata Unveils Coach 3.0 Coaching Application for Contact Center Professionals

Enkata Introduces Customer Segment Analytics, an Advanced Analytics Solution

Enkata Introduces Enkata Activity Tracker

Envision Telephony Introduces Advanced Version of its WFM Solution

Nexidia Launches Nexidia AudioFinder 3.0 Application

VPI Launches New Version of VPI PERFORMANCE™ Software

Envision Telephony Introduces Envision Centricity™ 9.7 for Contact Center Professionals

Zeacom Launches 'Record and Evaluate' Module

NICE Systems Introduces Quality Optimization Solution

Teleopti Introduces Version 7 of Teleopti CCC Workforce Management Solution

Nexidia Rolls Out ESI-Quality Solution, a New Component in its ESI Suite

Nexidia Introduces ESI-Monitor Solution and Agent Assist Application
InVision Software Launches Version 4.7 of InVision Enterprise WFM Solution
Nexidia Rolls Out ESI Capture, a New Component in its ESI Suite
UTOPY Introduces OutPerform 6.0 and SpeechMiner® 6.0 APO Solutions
Verint Systems Introduces Impact 360 Coaching Solution

9.RECENT INDUSTRY ACTIVITY

Teleopti Enters into Partnership with CyberTech
Sabio Secures Contract from Office Depot for Deploying Impact 360®
Green Dot Selects NICE Actimize
Verint® Systems Acquires Iontas
Interactive Intelligence Takes Over Latitude Software
NICE System to Acquire E-Glue USA
NCCS Adds New Modules to Its WFM Solution
Teleopti Enters into Strategic Partnership with QPC
KnoahSoft Enters into Strategic Partnership with Teleopti
Teleopti Enters into Partnership with Presence Technology
Upstream Works Software Inks Partnership Agreement with Jacada
Knoahsoft Partners with Genesys to Increase Efficiency of Harmony™ APO Solution
Voice Print International Enters into Strategic Alliance with NACR
Nexidia and CyberTech Enter into Global Partnership Agreement
Nexidia Enters into Partnership with Merced Systems
InVision Software and HigherGround Enter into Strategic Partnership
InContact Collaborates with Verint Systems
GMT Inks Strategic Partnership Agreement with LiquidSpoke
GMT Inks Strategic Partnership Agreement with Knowlagent
GMT Signs Strategic Partnership Agreement with OpenSpan
AMERGY Appointed WFM Solution Seller in the Romanian and Austrian Market
InVision Software Selects Infratel as New Authorized Distribution Partner
GMT Shifts Corporate Headquarters to Concourse Business Park
CBE Group to Deploy CallMiner's Eureka!®7 Speech Analytics Solution
E.ON Service Plus Expands Deployment of WFM System
GoDaddy.com Deploys Impact 360® WFM Solution of Verint
Bouygues Telecom Implements Advanced Impact 360® Quality Monitoring Solution
Woolworths Implements Advanced Impact 360® Workforce Optimization Suite
Unamic/HCN Selects InVision Software's WFM Solutions for Multi-site Staff Scheduling
Canadian Consumer Finance Company Selects InVision Software's WFM Software
Enkata Secures Contract from Leading Telecommunications Company

Harris Bank Chooses GMT for Branch Workforce Optimization
Novacroft Selects GMT WFO Solution for Its Northampton Call Center
Sussex Police Chooses GMT Planet for Its Contact Centers
Express Couriers Selects GMT for Its Contact Centers
TRFCU Bank Selects GMT for Optimizing Branch Workforce Requirements
Allianz Suisse Implements InVision Software's WFM System
InVision Software Bags Order from Suomen Lähikauppa
Aspect Acquires Majority Assets of AIML and AIM Technology
Interactive Intelligence Takes Over AcroSoft
Envision Telephony Enters into Strategic Collaboration with BizPro
Nexidia Partners with Semafone
Zoom Inks Sales & Marketing Agreement with GMT
TantaComm Enters into Partnership Agreement with UTOPY
Altitude Software Enters into Strategic Partnership with Teleopti
UTOPY Enters into Distribution Partnership with INS Indriya
ClickFox Inks Analytics Contract with Leading Financial Services Company
AEFCU Selects 'GMT Planet®' Solution of GMT
Mechanics Bank Selects 'GMT On-Demand for Banking' Solution of GMT
The National Bank of Kuwait Selects GMT for Branch Workforce Optimization
WRB Communications Deploys CIC Suite of Interactive Intelligence
Ventura Selects Nexidia's Enterprise Speech Intelligence Solution
BB&T Chooses NICE SmartCenter Solutions by NICE Systems
N-Allo Selects Applications of NICE Systems for Contact Centers

10.FOCUS ON SELECT GLOBAL PLAYERS

Aspect Software, Inc. (US)
Autonomy Corporation PLC (UK)
Bay Bridge Decision Technologies, Inc. (US)
Calabrio, Inc. (US)
CallMiner, Inc. (US)
ClickFox, Inc. (US)
Enkata (US)
Envision Telephony, Inc. (US)
Genesys Telecommunications Laboratories, Inc. (US)
GMT Corporation (US)
HigherGround, Inc. (US)
Interactive Intelligence, Inc. (US)
InVision Software AG (Germany)

Merced Systems, Inc. (US)
Nexidia, Inc (US)
NICE Systems Ltd (Israel)
TELEOPTI AB (Sweden)
Verint Systems Inc., (US)
Voice Print International, Inc (US)
Upstream Works Software Ltd (Canada)
UTOPY, Inc. (US)

11.GLOBAL MARKET PERSPECTIVE

Table 5. World Recent Past, Current & Future Analysis for Agent Performance Optimization by Geographic Region – US, Canada, Japan, Europe, Asia-Pacific (Excluding Japan), Latin America and Rest of World Markets Independently Analyzed with Annual Revenues in US\$ Million for Years 2009 through 2017 (includes corresponding Graph/Chart)

Table 6. World Historic Review for Agent Performance Optimization by Geographic Region – US, Canada, Japan, Europe, Asia-Pacific (Excluding Japan), Latin America and Rest of World Markets Independently Analyzed with Annual Revenues in US\$ Million for Years 2003 through 2008 (includes corresponding Graph/Chart)

Table 7. World 15-Year Perspective for Agent Performance Optimization by Geographic Region – Percentage Breakdown of Dollar Revenues for US, Canada, Japan, Europe, Asia- Pacific (Excluding Japan), Latin America and Rest of World Markets for Years 2003, 2010 & 2017 (includes corresponding Graph/Chart)

12.THE UNITED STATES

A. MARKET ANALYSIS

Outlook

Market Overview

Vendors Move up the Value Chain during Recession

Issues Concerning North American APO Vendors Post Recession

Hosted Vs. Premise-based Tools

Barriers and Motivators to Hosting

Hosting Service Providers

Product Introductions/Launches
Recent Industry Activity
Key Players

B. MARKET ANALYTICS

Table 8. US Recent Past, Current & Future Analysis for Agent Performance Optimization Market Independently Analyzed with Annual Revenues in US\$ Million for Years 2009 through 2017 (includes corresponding Graph/Chart)

Table 9. US Historic Review for Agent Performance Optimization Market Independently Analyzed with Annual Revenues in US\$ Million for Years 2003 through 2008 (includes corresponding Graph/Chart)

13.CANADA

A. MARKET ANALYSIS

Outlook
Recent Industry Activity
Key Player

B. MARKET ANALYTICS

Table 10. Canadian Recent Past, Current & Future Analysis for Agent Performance Optimization Market Independently Analyzed with Annual Revenues in US\$ Million for Years 2009 through 2017 (includes corresponding Graph/Chart)

Table 11. Canadian Historic Review for Agent Performance Optimization Market Independently Analyzed with Annual Revenues in US\$ Million for Years 2003 through 2008 (includes corresponding Graph/Chart)

14.JAPAN

A. MARKET ANALYSIS

Outlook

B. MARKET ANALYTICS

Table 12. Japanese Recent Past, Current & Future Analysis for Agent Performance Optimization Market Independently Analyzed with Annual Revenues in US\$ Million for Years 2009 through 2017 (includes corresponding Graph/Chart)

Table 13. Japanese Historic Review for Agent Performance Optimization Market Independently Analyzed with Annual Revenues in US\$ Million for Years 2003 through 2008 (includes corresponding Graph/Chart)

15. EUROPE

A. MARKET ANALYSIS

Outlook

Overview of the Market in the EMEA

The Market through the Recession...

Competition

B. MARKET ANALYTICS

Table 14. European Recent Past, Current & Future Analysis for Agent Performance Optimization by Geographic Region – France, Germany, Italy, UK, Spain, Russia, The Netherlands, Sweden and Rest of Europe Markets Independently Analyzed with Annual Revenues in US\$ Million for Years 2009 through 2017 (includes corresponding Graph/Chart)

Table 15. European Historic Review of Agent Performance Optimization by Geographic Region – France, Germany, Italy, UK, Spain, Russia, The Netherlands, Sweden and Rest of Europe Markets Independently Analyzed with Annual Revenues in US\$ Million for Years 2003 through 2008 (includes corresponding Graph/Chart)

Table 16. European 15-Year Perspective for Agent Performance Optimization by Geographic Region – Percentage Breakdown of Dollar Revenues for France, Germany, Italy, UK, Spain, Russia, The Netherlands, Sweden and Rest of Europe Markets for Years 2003, 2010 & 2017 (includes corresponding Graph/Chart)

15A.FRANCE

A. MARKET ANALYSIS

Outlook

B. MARKET ANALYTICS

Table 17. French Recent Past, Current & Future Analysis for Agent Performance Optimization Market Independently Analyzed with Annual Revenues in US\$ Million for Years 2009 through 2017 (includes corresponding Graph/Chart)

Table 18. French Historic Review for Agent Performance Optimization Market Independently Analyzed with Annual Revenues in US\$ Million for Years 2003 through 2008 (includes corresponding Graph/Chart)

15B.GERMANY

A. MARKET ANALYSIS

Outlook

Product Introductions/ Launches

Recent Industry Activity

Key Player

B. MARKET ANALYTICS

Table 19. German Recent Past, Current & Future Analysis for Agent Performance Optimization Market Independently Analyzed with Annual Revenues in US\$ Million for Years 2009 through 2017 (includes corresponding Graph/Chart)

Table 20. German Historic Review for Agent Performance Optimization Market Independently Analyzed with Annual Revenues in US\$ Million for Years 2003 through 2008 (includes corresponding Graph/Chart)

15C.ITALY

A. MARKET ANALYSIS

Outlook

B. MARKET ANALYTICS

Table 21. Italian Recent Past, Current & Future Analysis for Agent Performance Optimization Market Independently Analyzed with Annual Revenues in US\$ Million for Years 2009 through 2017 (includes corresponding Graph/Chart)

Table 22. Italian Historic Review for Agent Performance Optimization Market Independently Analyzed with Annual Revenues in US\$ Million for Years 2003 through 2008 (includes corresponding Graph/Chart)

15D.THE UNITED KINGDOM

A. MARKET ANALYSIS

Outlook

Recent Industry Activity

Key Player

B. MARKET ANALYTICS

Table 23. UK Recent Past, Current & Future Analysis for Agent Performance Optimization Market Independently Analyzed with Annual Revenues in US\$ Million for Years 2009 through 2017 (includes corresponding Graph/Chart)

Table 24. UK Historic Review for Agent Performance Optimization Market Independently Analyzed with Annual Revenues in US\$ Million for Years 2003 through 2008 (includes corresponding Graph/Chart)

15E.SPAIN

A. MARKET ANALYSIS

Outlook

B. MARKET ANALYTICS

Table 25. Spanish Recent Past, Current & Future Analysis for Agent Performance Optimization Market Independently Analyzed with Annual Revenues in US\$ Million for Years 2009 through 2017 (includes corresponding Graph/Chart)

Table 26. Spanish Historic Review for Agent Performance Optimization Market Independently Analyzed with Annual Revenues in US\$ Million for Years 2003 through 2008 (includes corresponding Graph/Chart)

15F.RUSSIA

A. MARKET ANALYSIS

Outlook

B. MARKET ANALYTICS

Table 27. Russian Recent Past, Current & Future Analysis for Agent Performance Optimization Market Independently Analyzed with Annual Revenues in US\$ Million for Years 2009 through 2017 (includes corresponding Graph/Chart)

Table 28. Russian Historic Review for Agent Performance Optimization Market Independently Analyzed with Annual Revenues in US\$ Million for Years 2003 through 2008 (includes corresponding Graph/Chart)

15G.THE NETHERLANDS

A. MARKET ANALYSIS

Outlook

B. MARKET ANALYTICS

Table 29. The Netherlands Recent Past, Current & Future Analysis for Agent

Performance Optimization Market Independently Analyzed with Annual Revenues in US\$ Million for Years 2009 through 2017 (includes corresponding Graph/Chart)

Table 30. The Netherlands Historic Review for Agent Performance Optimization Market Independently Analyzed with Annual Revenues in US\$ Million for Years 2003 through 2008 (includes corresponding Graph/Chart)

15H.SWEDEN

A. MARKET ANALYSIS

Outlook
Product Introductions/ Launches
Recent Industry Activity
Key Player

B. MARKET ANALYTICS

Table 31. Swedish Recent Past, Current & Future Analysis for Agent Performance Optimization Market Independently Analyzed with Annual Revenues in US\$ Million for Years 2009 through 2017 (includes corresponding Graph/Chart)

Table 32. Swedish Historic Review for Agent Performance Optimization Market Independently Analyzed with Annual Revenues in US\$ Million for Years 2003 through 2008 (includes corresponding Graph/Chart)

15I.REST OF EUROPE

A. MARKET ANALYSIS

Outlook
Recent Industry Activity

B. MARKET ANALYTICS

Table 33. Rest of Europe Recent Past, Current & Future Analysis for Agent Performance Optimization Market Independently Analyzed with Annual Revenues in

US\$ Million for Years 2009 through 2017 (includes corresponding Graph/Chart)

Table 34. Rest of Europe Historic Review for Agent Performance Optimization Market Independently Analyzed with Annual Revenues in US\$ Million for Years 2003 through 2008 (includes corresponding Graph/Chart)

16.ASIA-PACIFIC

A. MARKET ANALYSIS

Outlook

APAC – The Outsourcing Hub

Contact Center Outsourcing Market in APAC – The Impact of Recession

Table 35. Contact Center Outsourcing Market in APAC (2010): Percentage Share Breakdown by Source Countries - US, UK and Rest of World (includes corresponding Graph/Chart)

Scope Widens for Outsourcers – From Pure Players to BPOs
Small and Medium Businesses Evince Interest in Offshoring
Automation and Self-Service Applications on the Rise

B. MARKET ANALYTICS

Table 36. Asia-Pacific Recent Past, Current & Future Analysis for Agent Performance Optimization by Geographic Region – China, India, Philippines and Rest of Asia-Pacific Markets Independently Analyzed with Annual Revenues in US\$ Million for Years 2009 through 2017 (includes corresponding Graph/Chart)

Table 37. Asia-Pacific Historic Review for Agent Performance Optimization by Geographic Region – China, India, Philippines and Rest of Asia-Pacific Markets Independently Analyzed with Annual Revenues in US\$ Million for Years 2003 through 2008 (includes corresponding Graph/Chart)

Table 38. Asia-Pacific 15-Year Perspective for Agent Performance Optimization by Geographic Region – Percentage Breakdown of Dollar Revenues for China, India, Philippines and Rest of Asia-Pacific Markets for Years 2003, 2010 & 2017 (includes

corresponding Graph/Chart)

16A.CHINA

A. MARKET ANALYSIS

Outlook

B. MARKET ANALYTICS

Table 39. Chinese Recent Past, Current & Future Analysis for Agent Performance Optimization Market Independently Analyzed with Annual Revenues in US\$ Million for Years 2009 through 2017 (includes corresponding Graph/Chart)

Table 40. Chinese Historic Review for Agent Performance Optimization Market Independently Analyzed with Annual Revenues in US\$ Million for Years 2003 through 2008 (includes corresponding Graph/Chart)

16B.INDIA

A. MARKET ANALYSIS

Outlook

Indian Market for Contact Center Solutions

Current State of the Market

Future Prospects...

Few Vital Statistics

Table 41. The Indian Market for Contact Center Solutions (2009): Percentage Share Breakdown by Segments – Inbound Software, Outbound Software, QM & WFM, IVR and Others (Chat and E-Mail) (includes corresponding Graph/Chart)

Table 42. The Indian Market for Contact Center Solutions (2009): Percentage Share Breakdown by Industry Verticals – BPO, Telco, BFSI and Others (Govt., Travel and Hospitality) (includes corresponding Graph/Chart)

Table 43. The Indian Market for Contact Center Solutions (2009): Percentage Share

Breakdown by Horizontal Segments – Large Enterprises (more than 300 agents), Medium Enterprises (between 50 and 300 agents) and Small Enterprises (less than 50 agents) (includes corresponding Graph/Chart)

B. MARKET ANALYTICS

Table 44. Indian Recent Past, Current & Future Analysis for Agent Performance Optimization Market Independently Analyzed with Annual Revenues in US\$ Million for Years 2009 through 2017 (includes corresponding Graph/Chart)

Table 45. Indian Historic Review for Agent Performance Optimization Market Independently Analyzed with Annual Revenues in US\$ Million for Years 2003 through 2008 (includes corresponding Graph/Chart)

16C.PHILIPPINES

A. MARKET ANALYSIS

Outlook

Philippines the New Favorite of US Enterprises

B. MARKET ANALYTICS

Table 46. Philippines Recent Past, Current & Future Analysis for Agent Performance Optimization Market Independently Analyzed with Annual Revenues in US\$ Million for Years 2009 through 2017 (includes corresponding Graph/Chart)

Table 47. Philippines Historic Review for Agent Performance Optimization Market Independently Analyzed with Annual Revenues in US\$ Million for Years 2003 through 2008 (includes corresponding Graph/Chart)

16D.REST OF ASIA-PACIFIC

A. MARKET ANALYSIS

Outlook

The 'Do-Not-Call' Legislation Hampers Telemarketing in Australia

B. MARKET ANALYTICS

Table 48. Rest of Asia-Pacific Recent Past, Current & Future Analysis for Agent Performance Optimization Market Independently Analyzed with Annual Revenues in US\$ Million for Years 2009 through 2017 (includes corresponding Graph/Chart)

Table 49. Rest of Asia-Pacific Historic Review for Agent Performance Optimization Market Independently Analyzed with Annual Revenues in US\$ Million for Years 2003 through 2008 (includes corresponding Graph/Chart)

17.LATIN AMERICA

A. MARKET ANALYSIS

Outlook

Fierce Competition Among Vendors

B. MARKET ANALYTICS

Table 50. Latin American Recent Past, Current & Future Analysis for Agent Performance Optimization by Geographic Region – Brazil, Mexico and Rest of Latin America Markets Independently Analyzed with Annual Revenues in US\$ Million for Years 2009 through 2017 (includes corresponding Graph/Chart)

Table 51. Latin American Historic Review for Agent Performance Optimization by Geographic Region – Brazil, Mexico and Rest of Latin America Markets Independently Analyzed with Annual Revenues in US\$ Million for Years 2003 through 2008 (includes corresponding Graph/Chart)

Table 52. Latin American 15-Year Perspective for Agent Performance Optimization by Geographic Region – Percentage Breakdown of Dollar Revenues for Brazil, Mexico and Rest of Latin America Markets for Years 2003, 2010 & 2017 (includes corresponding Graph/Chart)

17A.BRAZIL

A. MARKET ANALYSIS

Outlook

B. MARKET ANALYTICS

Table 53. Brazilian Recent Past, Current & Future Analysis for Agent Performance Optimization Independently Analyzed with Annual Revenues in US\$ Million for Years 2009 through 2017 (includes corresponding Graph/Chart)

Table 54. Brazilian Historic Review for Agent Performance Optimization Independently Analyzed with Annual Revenues in US\$ Million for Years 2003 through 2008 (includes corresponding Graph/Chart)

17B.MEXICO

A. MARKET ANALYSIS

Outlook

Recent Industry Activity

B. MARKET ANALYTICS

Table 55. Mexican Recent Past, Current & Future Analysis for Agent Performance Optimization Independently Analyzed with Annual Revenues in US\$ Million for Years 2009 through 2017 (includes corresponding Graph/Chart)

Table 56. Mexican Historic Review for Agent Performance Optimization Independently Analyzed with Annual Revenues in US\$ Million for Years 2003 through 2008 (includes corresponding Graph/Chart)

17C.REST OF LATIN AMERICA

A. MARKET ANALYSIS

Outlook

B. MARKET ANALYTICS

Table 57. Rest of Latin America Recent Past, Current & Future Analysis for Agent Performance Optimization Independently Analyzed with Annual Revenues in US\$ Million for Years 2009 through 2017 (includes corresponding Graph/Chart)

Table 58. Rest of Latin America Historic Review for Agent Performance Optimization Independently Analyzed with Annual Revenues in US\$ Million for Years 2003 through 2008 (includes corresponding Graph/Chart)

18.REST OF WORLD

A. MARKET ANALYSIS

Outlook
Product Introductions/ Launches
Recent Industry Activity
Key Player

B. MARKET ANALYTICS

Table 59. Rest of World Recent Past, Current & Future Analysis for Agent Performance Optimization Independently Analyzed with Annual Revenues in US\$ Million for Years 2009 through 2017 (includes corresponding Graph/Chart)

Table 60. Rest of World Historic Review for Agent Performance Optimization Independently Analyzed with Annual Revenues in US\$ Million for Years 2003 through 2008 (includes corresponding Graph/Chart)

Competitive Landscape
Total Companies Profiled:
Region/CountryPlayers
The United States
Canada
Europe
Germany

The United Kingdom
Rest of Europe
Asia-Pacific (Excluding Japan)

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