

# Call Centers: Market Research Report

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## Abstracts

This report analyzes the worldwide markets for Call Centers in US\$ Million by the following Types: In-House, and Outsourced.

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 2016 through 2024.

Also, a five-year historic analysis is provided for these markets. Market data and analytics are derived from primary and secondary research.

Company profiles are primarily based on public domain information including company URLs. The report profiles 135 companies including many key and niche players such as

-

[24]7 Inc.

Alliance Data Systems, Inc.

Alorica, Inc.

Atento

ATOS S.A.

BT Communications (Ireland) Limited

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Alorica, Inc. (USA)

Atento (Luxembourg)

ATOS S. A. (France)

BT Communications (Ireland) Limited (Ireland)

Capita Customer Management Limited (UK)

Concentrix (USA)

Convergys Corp. (USA)

Entel Call Center (Chile)

EXL Service Holdings, Inc. (USA)

Genpact Limited (Bermuda)

HCL BPO Services NI Ltd (Ireland)

IBEX Global (USA)

IBM Global Process Services Pvt. Ltd (India)

Plussoft Informatica Ltda (Brazil)

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Canada (3)

Japan (3)

Europe (26)

France (5)

Germany (1)

The United Kingdom (8)

Spain (1)

Rest of Europe (11)

Asia-Pacific (Excluding Japan) (37)

Middle East (3)

Latin America (7)

Africa (1)

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