

Interactive Voice Response (IVR) Systems: Market Research Report

<https://marketpublishers.com/r/I029B9AECF3EN.html>

Date: February 2018

Pages: 255

Price: US\$ 5,600.00 (Single User License)

ID: I029B9AECF3EN

Abstracts

This report analyzes the worldwide markets for Interactive Voice Response (IVR) Systems in US\$ Million by the following Product Segments: Less than 24 Ports, 25 to 46 Ports, 47 to 64 Ports, and 65 and Above Ports. The report provides separate comprehensive analytics for the US, Canada, Europe 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 81 companies including many key and niche players such as -

[24]7 Inc.

Aspect Software, Inc.

AT&T, Inc.

Avaya, Inc.

Cisco Systems, Inc.

Connect First, Inc.

Contents

I. INTRODUCTION, METHODOLOGY & PRODUCT DEFINITIONS

II. EXECUTIVE SUMMARY

1. INDUSTRY OVERVIEW

Customer Service Automation Continues to Play a Crucial Role in Shaping Brand Experiences

Opportunity for IVR Stands Amplified Against the Backdrop of Droids Taking Over Live Customer Care Agents

IVR: Technology/Market Overview

Table 1. Global IVR Systems Market (2017): Percentage Breakdown of Installed Systems by Input Mode (includes corresponding Graph/Chart)

Table 2. Global IVR Systems Market (2017): Percentage Breakdown of Installed Systems by Number of Menus (includes corresponding Graph/Chart)

Noteworthy Trends, Drivers & Issues

Healthy Outlook for the World Call Center Industry to Offer Trickle Down Benefits to the IVR Market

Table 3. Strong Investments in Call Centers to Benefit Demand for IVR as an Essential Call Center Equipment Indispensable in Keeping Operations Effective & Efficient: Global Spending On Call Centers (In US\$ Million) by Geographic Region for the Years 2017 & 2022 (includes corresponding Graph/Chart)

Mobile Telephony Revolution Creates Explosion in Inbound Call Volumes & Spurs Opportunities for IVR for Automating Call Handling

Table 4. Strong Smartphone Penetration & a Parallel Rise in Inbound Customer Service Calls from Mobile Devices Strengthens the Business Case for IVR Auto Attendant for High Call Volume Handling: Global Smartphone Connections (in Billion) and Adoption Rate (as % of Total Mobile Connections) for Years 2013 through 2020 (includes

corresponding Graph/Chart)

Continued Use of Telemarketing to Create Valuable Sales Leads, Drives Opportunities for Outbound IVR

The Ballooning eCommerce Market Fuels Demand for IVR

Table 5. With over 24% Growth in B2C eCommerce Sales by 2017, Building Customer Relationships Through IVR is Poised to Receive Mainstream Priority: Global Retail B2C E-Commerce Sales (in US\$ Billion) by Geographic Region for the Years 2017 and 2020 (includes corresponding Graph/Chart)

Choice of Recorded Voice Gains Prominence in IVR Development & Deployment

Table 6. Female Voice Continues to Dominate as the Most Preferred Gender Voice for IVR Systems: Global IVR Systems Market (2017): Percentage Breakdown of Installed Systems by Gender Voice (includes corresponding Graph/Chart)

Advanced Natural Language Interactive IVR Comes of Age

Table 7. Commercial Evolution of the Speech Technology Market Bodes Well for the Development of Affordable Speech Enabled IVR: World Market for Voice and Speech Recognition Software (In US\$ 000) by Category for the Years 2017 & 2022 (includes corresponding Graph/Chart)

The Rise of Conversational Commerce Drives the Popularity of Speech Enabled IVR
Focus On Customer Experience Monitoring Drives Home the Importance of IVR Analytics

Table 8. Growing Interest in Customer Experience Monitoring Encourages Investments in IVR Self-Service Business Intelligence: Global Revenue Breakdown for Customer Experience Monitoring Solutions (In US\$ 000) by Geographic Region for the Years 2017 & 2020 (includes corresponding Graph/Chart)

Focus On Personalized Marketing & Customer Service Drives Opportunities for Personalized IVR

Cloud Based IVR Makes Its Disruptive Emergence in the Market

Table 9. Significant Financial Benefits of Cloud Adoption Fuels Interest in Migrating IVR to the Cloud:

Breakdown of Annual Benefits Per Company (In US\$ 000) Accruing from Reduced Costs per Cloud Application Deployed (includes corresponding Graph/Chart) Breakdown of Additional Revenue Opportunity Created Per Company (In US\$ 000) per Cloud Application Deployed (includes corresponding Graph/Chart)

Growing Complexity of IVR Infrastructure Maintenance Spurs Interest in Managed IVR Solutions

Convergence of Big Data & Customer Experience Fuel the Emergence of Smart IVR Technology Solutions

Growing Popularity of IVR Payment Processing to Benefit Market Growth

Rise in IVR Security Threats Spurs Demand for Voice Biometrics Based IVR

Healthcare Consumerism Drives Demand for IVR in the Healthcare Industry

Table 10. Migration to Value Based Healthcare Spurs Opportunities for IVR in Optimizing Patient Satisfaction by Delivering Personalized, High Quality Care: % of Conventional Medicare Payment Linked to Quality & Value in the United States for the Years 2013, 2016 & 2018 (includes corresponding Graph/Chart)

IVR in Clinical Research Gains Prominence

Table 11. Rising Per Capita Pharmaceutical Spending & the Switch From Branded to Generic Drugs Fuel Competition in Drug Retailing & Bring Valued Added Services Through IVR into the Spotlight:

Pharmaceutical Per Capita Spending (In US\$) in Select Countries for the Years 2015 & 2020 (includes corresponding Graph/Chart) Growing Share of Generics in the Global Pharmaceutical Industry for the Years 2013, 2015 & 2020 (includes corresponding Graph/Chart)

Lack of Human Touch: A Key Perspective Bottleneck to Growth

Market Outlook

2. PRODUCT OVERVIEW

3. END-USE MARKET ANALYSIS

Travel and Financial Industry: Promoters of Speech Recognition Technology

Contact Center/Call Center

Speech-Enabled IVR Systems: Imperative for Contact Centers

Role of Interactive Voice Response (IVR) Systems in Contact Centers

IVR Systems in the Banking Sector

Retail Industry

Healthcare Sector

IVRs in Hospital Settings

Role of IVRS in Educational Institution

Utilities

IVR – Public Opinion Polls

4. PRODUCT/SERVICE LAUNCHES

Ooredoo Launches IVR Payment System

Cooper-Atkins Rolls Out Advanced IVR Service for TempTrak Enterprise Monitoring System

Pindrop Unveils IVR Anti-Fraud

E-Complish Launches Advanced IVR System

Manulife Introduces IVR System in Canada

Zendesk Announces Availability of Advanced Voice in Zendesk's Cloud-Based Contact Center

Beltelecom Rolls Out Information Service through IVR System

Delhi Metro Rail Introduces IVRS Helpline

NICE Systems Unveils IVR Analytics Solution

5. RECENT INDUSTRY ACTIVITY

Monsan Deploys Dialogic PowerVille Visual IVR in the Cloud

Vocantas Inks MoU with Cogsdale

Apollo Funds to Acquire West Corporation

Lipigas to Deploy Dialogic PowerVille Visual IVR

PDX Forms Partnership With VoicePort

WTI Holdings Acquires IBM WebSphere Voice Response and IBM Unified Messaging

Radish Systems Partners with IVR Technology

Radish Systems Forms Partnership with GM Voices

Nuance Collaborates with TalkTalk to Improve IVR Experience

AGNITY Global Collaborates with Radisys

IVR Clinical Concepts Unveils New Brand Identity
TeleVoice Implements Customized IVR Solution at 360 Mortgage Group
E-Complish Enters into Partnership with Dominion Dental Services
IVR Technology Group and Jacada Forms Partnership
GM Voices Partners with Automated Voice & Data Solutions
Jacada Bags US Patent for Visual IVR Technology
Altivon Partners with TekVision Technologies
E-Complish Join Forces with Municipal Parking Services
Lockhart Power Company Selects Milsoft IVR Communications

6. FOCUS ON SELECT PLAYERS

[24]7 Inc. (USA)
Aspect Software, Inc. (USA)
AT&T, Inc. (USA)
Avaya, Inc. (USA)
Cisco Systems, Inc. (USA)
Connect First, Inc. (USA)
Convergys Corp. (USA)
Database Systems Corp. (USA)
Dialogic Corporation (Canada)
DialogTech
E-Complish, Inc. (USA)
Enghouse Systems Limited (Canada)
Genesys (USA)
Mitel Networks Corporation (Canada)
Nuance Communications, Inc. (USA)
True Image Interactive, Inc. (USA)
Verizon Communications, Inc. (USA)
Voicent Communications, Inc. (USA)
West Corporation (USA)

7. GLOBAL MARKET PERSPECTIVE

Table 12. World Recent Past, Current & Future Analysis for Interactive Voice Response (IVR) Systems by Geographic Region - US, Canada, Europe and Rest of World Markets Independently Analyzed with Annual Revenues in US\$ Million for the Years 2016 through 2024 (includes corresponding Graph/Chart)

Table 13. World Historic Review for Interactive Voice Response (IVR) Systems by Geographic Region - US, Canada, Europe and Rest of World Markets Independently Analyzed with Annual Revenues in US\$ Million for the Years 2011 through 2015 (includes corresponding Graph/Chart)

Table 14. World 14-Year Perspective for Interactive Voice Response (IVR) Systems by Geographic Region - Percentage Breakdown of Revenues for US, Canada, Europe and Rest of World Markets for the Years 2011, 2017 and 2024 (includes corresponding Graph/Chart)

Analytics by Product Segment

Table 15. World Recent Past, Current & Future Analysis for Interactive Voice Response (IVR) Systems (Less than 24 Ports) by Geographic Region - US, Canada, Europe and Rest of World Markets Independently Analyzed with Annual Revenues in US\$ Million for the Years 2016 through 2024 (includes corresponding Graph/Chart)

Table 16. World Historic Review for Interactive Voice Response (IVR) Systems (Less than 24 Ports) by Geographic Region - US, Canada, Europe and Rest of World Markets Independently Analyzed with Annual Revenues in US\$ Million for the Years 2011 through 2015 (includes corresponding Graph/Chart)

Table 17. World 14-Year Perspective for Interactive Voice Response (IVR) Systems (Less than 24 Ports) by Geographic Region - Percentage Breakdown of Revenues for US, Canada, Europe and Rest of World Markets for the Years 2011, 2017 and 2024 (includes corresponding Graph/Chart)

Table 18. World Recent Past, Current & Future Analysis for Interactive Voice Response (IVR) Systems (25 to 46 Ports) by Geographic Region - US, Canada, Europe and Rest of World Markets Independently Analyzed with Annual Revenues in US\$ Million for the Years 2016 through 2024 (includes corresponding Graph/Chart)

Table 19. World Historic Review for Interactive Voice Response (IVR) Systems (25 to 46 Ports) by Geographic Region - US, Canada, Europe and Rest of World Markets Independently Analyzed with Annual Revenues in US\$ Million for the Years 2011 through 2015 (includes corresponding Graph/Chart)

Table 20. World 14-Year Perspective for Interactive Voice Response (IVR) Systems (25

to 46 Ports) by Geographic Region - Percentage Breakdown of Revenues for US, Canada, Europe and Rest of World Markets for the Years 2011, 2017 and 2024 (includes corresponding Graph/Chart)

Table 21. World Recent Past, Current & Future Analysis for Interactive Voice Response (IVR) Systems (47 to 64 Ports) by Geographic Region - US, Canada, Europe and Rest of World Markets Independently Analyzed with Annual Revenues in US\$ Million for the Years 2016 through 2024 (includes corresponding Graph/Chart)

Table 22. World Historic Review for Interactive Voice Response (IVR) Systems (47 to 64 Ports) by Geographic Region - US, Canada, Europe and Rest of World Markets Independently Analyzed with Annual Revenues in US\$ Million for the Years 2011 through 2015 (includes corresponding Graph/Chart)

Table 23. World 14-Year Perspective for Interactive Voice Response (IVR) Systems (47 to 64 Ports) by Geographic Region - Percentage Breakdown of Revenues for US, Canada, Europe and Rest of World Markets for the Years 2011, 2017 and 2024 (includes corresponding Graph/Chart)

Table 24. World Recent Past, Current & Future Analysis for Interactive Voice Response (IVR) Systems (65 and Above Ports) by Geographic Region - US, Canada, Europe and Rest of World Markets Independently Analyzed with Annual Revenues in US\$ Million for the Years 2016 through 2024 (includes corresponding Graph/Chart)

Table 25. World Historic Review for Interactive Voice Response (IVR) Systems (65 and Above Ports) by Geographic Region - US, Canada, Europe and Rest of World Markets Independently Analyzed with Annual Revenues in US\$ Million for the Years 2011 through 2015 (includes corresponding Graph/Chart)

Table 26. World 14-Year Perspective for Interactive Voice Response (IVR) Systems (65 and Above Ports) by Geographic Region – Percentage Breakdown of Revenues for US, Canada, Europe and Rest of World Markets for the Years 2011, 2017 and 2024 (includes corresponding Graph/Chart)

III. MARKET

1. THE UNITED STATES

A. Market Analysis

Outlook

Market Overview

IVR System Vendors Facing Decline in Profit Margin

Speech-Enabled IVR Systems Increasing Efficiency

Advances in Technology and Economic Recovery to Bolster IVR Market

New Technology Leveraging Efficiency and Profitability to Pharmaceutical Market

Compatibility and Interoperability Features to Spearhead Future Markets

Product/Service Launches

Strategic Corporate Developments

Select Players

B. Market Analytics

Table 27. US Recent Past, Current & Future Analysis for Interactive Voice Response (IVR) Systems by Product Segment - Less than 24 Ports, 25 to 46 Ports, 47 to 64 Ports and 65 and Above Ports Markets Independently Analyzed with Annual Revenues in US\$ Million for the Years 2016 through 2024 (includes corresponding Graph/Chart)

Table 28. US Historic Review for Interactive Voice Response (IVR) Systems by Product Segment - Less than 24 Ports, 25 to 46 Ports, 47 to 64 Ports and 65 and Above Ports Markets Independently Analyzed with Annual Revenues in US\$ Million for the Years 2011 through 2015 (includes corresponding Graph/Chart)

Table 29. US 14-Year Perspective for Interactive Voice Response (IVR) Systems by Product Segment - Percentage Breakdown of Revenues for Less than 24 Ports, 25 to 46 Ports, 47 to 64 Ports and 65 and Above Ports Markets for the Years 2011, 2017 and 2024 (includes corresponding Graph/Chart)

2. CANADA

A. Market Analysis

Outlook

Product Launch

Select Players

B. Market Analytics

Table 30. Canadian Recent Past, Current & Future Analysis for Interactive Voice Response (IVR) Systems by Product Segment - Less than 24 Ports, 25 to 46 Ports, 47

to 64 Ports and 65 and Above Ports Markets Independently Analyzed with Annual Revenues in US\$ Million for the Years 2016 through 2024 (includes corresponding Graph/Chart)

Table 31. Canadian Historic Review for Interactive Voice Response (IVR) Systems by Product Segment - Less than 24 Ports, 25 to 46 Ports, 47 to 64 Ports and 65 and Above Ports Markets Independently Analyzed with Annual Revenues in US\$ Million for the Years 2011 through 2015 (includes corresponding Graph/Chart)

Table 32. Canadian 14-Year Perspective for Interactive Voice Response (IVR) Systems by Product Segment - Percentage Breakdown of Revenues for Less than 24 Ports, 25 to 46 Ports, 47 to 64 Ports and 65 and Above Ports Markets for the Years 2011, 2017 and 2024 (includes corresponding Graph/Chart)

3. EUROPE

A. Market Analysis

Current & Future Analysis

Product Launch

Strategic Corporate Development

B. Market Analytics

Table 33. European Recent Past, Current & Future Analysis for Interactive Voice Response (IVR) Systems by Product Segment - Less than 24 Ports, 25 to 46 Ports, 47 to 64 Ports and 65 and Above Ports Markets Independently Analyzed with Annual Revenues in US\$ Million for the Years 2016 through 2024 (includes corresponding Graph/Chart)

Table 34. European Historic Review for Interactive Voice Response (IVR) Systems by Product Segment - Less than 24 Ports, 25 to 46 Ports, 47 to 64 Ports and 65 and Above Ports Markets Independently Analyzed with Annual Revenues in US\$ Million for the Years 2011 through 2015 (includes corresponding Graph/Chart)

Table 35. European 14-Year Perspective for Interactive Voice Response (IVR) Systems by Product Segment - Percentage Breakdown of Revenues for Less than 24 Ports, 25 to 46 Ports, 47 to 64 Ports and 65 and Above Ports Markets for the Years 2011, 2017 and 2024 (includes corresponding Graph/Chart)

4. REST OF WORLD

A. Market Analysis

Current & Future Analysis

Asia-Pacific

Developing Asian Countries: Focal Point for Future Growth

Southeast Asian Companies Adapting IVR Systems

Speech Recognition Technology in India: Yet to Take Off

Market Trends

Latin America: Market Overview

Competitive Scenario

Product Launches

Strategic Corporate Development

B. Market Analytics

Table 36. Rest of World Recent Past, Current & Future Analysis for Interactive Voice Response (IVR) Systems by Product Segment - Less than 24 Ports, 25 to 46 Ports, 47 to 64 Ports and 65 and Above Ports Markets Independently Analyzed with Annual Revenues in US\$ Million for the Years 2016 through 2024 (includes corresponding Graph/Chart)

Table 37. Rest of World Historic Review for Interactive Voice Response (IVR) Systems by Product Segment - Less than 24 Ports, 25 to 46 Ports, 47 to 64 Ports and 65 and Above Ports Markets Independently Analyzed with Annual Revenues in US\$ Million for the Years 2011 through 2015 (includes corresponding Graph/Chart)

Table 38. Rest of World 14-Year Perspective for Interactive Voice Response (IVR) Systems by Product Segment - Percentage Breakdown of Revenues for Less than 24 Ports, 25 to 46 Ports, 47 to 64 Ports and 65 and Above Ports Markets for the Years 2011, 2017 and 2024 (includes corresponding Graph/Chart)

IV. COMPETITIVE LANDSCAPE

Total Companies Profiled: 81 (including Divisions/Subsidiaries - 83)

The United States (63)

Canada (7)

Europe (4)

France (2)

Spain (1)
Rest of Europe (1)
Asia-Pacific (Excluding Japan) (9)

I would like to order

Product name: Interactive Voice Response (IVR) Systems: Market Research Report

Product link: <https://marketpublishers.com/r/I029B9AECF3EN.html>

Price: US\$ 5,600.00 (Single User License / Electronic Delivery)

If you want to order Corporate License or Hard Copy, please, contact our Customer Service:

info@marketpublishers.com

Payment

To pay by Credit Card (Visa, MasterCard, American Express, PayPal), please, click button on product page <https://marketpublishers.com/r/I029B9AECF3EN.html>