

# Europe Contact Center Market by Manufacturers, Countries, Type and Application, Forecast to 2022

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## Abstracts

A contact center (also referred to as a customer interaction center or e-contact center) is a central point in an enterprise from which all customer contacts are managed. The contact center typically includes one or more online call centers but may include other types of customer contact as well, including e-mail newsletters, postal mail catalogs, Web site inquiries and chats, and the collection of information from customers during in-store purchasing. A contact center is generally part of an enterprise's overall customer relationship management (CRM).

Scope of the Report:

This report focuses on the Contact Center in Europe market, especially in Germany, UK, France, Russia, and Italy. This report categorizes the market based on manufacturers, countries, type and application.

Market Segment by Manufacturers, this report covers

Teleperformance

Convergys (Stream)

Sykes Enterprises Inc.

Transcom

Atento

Arvato

West Corporation

Acticall (Sitel)

TeleTech Holdings Inc.

Comdata Group

Serco

Concentrix

Market Segment by Countries, covering

Germany

UK

France

Russia

Italy

Market Segment by Type, covers

Type 1

Type 2

Market Segment by Applications, can be divided into

Telecommunication

Banking, Financial Services and Insurance (BFSI)

Government and Public Sector

Healthcare and Life Sciences

Retail and Consumer Goods

Others

There are 17 Chapters to deeply display the Europe Contact Center market.

Chapter 1, to describe Contact Center Introduction, product type and application, market overview, market analysis by countries, market opportunities, market risk, market driving force;

Chapter 2, to analyze the manufacturers of Contact Center, with profile, main business, news, sales, price, revenue and market share in 2016 and 2017;

Chapter 3, to display the competitive situation among the top manufacturers in Europe, with sales, revenue and market share in 2016 and 2017;

Chapter 4, to show the Europe market by countries, covering Germany, UK, France, Italy and Russia, with sales, price, revenue and market share of Contact Center, for each country, from 2012 to 2017;

Chapter 5 and 6, to show the market by type and application, with sales, price, revenue, market share and growth rate by type and application, from 2012 to 2017;

Chapter 7, 8, 9, 10 and 11, to analyze the key countries by manufacturers, Type and Application, covering Germany, UK, France, Italy and Russia, with sales, revenue and market share by manufacturers, types and applications;

Chapter 12, Contact Center market forecast, by countries, type and application, with sales, price, revenue and growth rate forecast, from 2017 to 2022;

Chapter 13, to analyze the manufacturing cost, key raw materials and manufacturing process etc.

Chapter 14, to analyze the industrial chain, sourcing strategy and downstream end users (buyers);

Chapter 15, to describe Contact Center sales channel, distributors, traders, dealers etc.

Chapter 16 and 17, to describe Contact Center Research Findings and Conclusion, Appendix, methodology and data source

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