

Global Agent Performance Optimization (APO) Market by Manufacturers, Countries, Type and Application, Forecast to 2023

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Abstracts

Agent Performance Optimization covers everything from workforce and performance management, quality monitoring, analytics and virtual agents. Agent performance optimization is widely used in contact centers for agent-facing technologies. These contact center applications essentially seek to reduce workforce costs, increase agent effectiveness, and improve service levels. These tools ease manager's task in planning schedules, forecasting agent requirements, measuring agent performance, analyzing results and improving outcomes.

Scope of the Report:

This report focuses on the Agent Performance Optimization (APO) in Global market, especially in North America, Europe and Asia-Pacific, South America, Middle East and Africa. This report categorizes the market based on manufacturers, regions, type and application.

Market Segment by Manufacturers, this report covers

NICE Ltd

Genesys

Verint Systems Inc

Aspect

Calabrio

Five9

Teleopti AB

ZOOM International

InVision AG

Upstream Works Software

Envision Telephony

CallMiner

CallFinder

HigherGround, Inc.

Market Segment by Regions, regional analysis covers

North America (United States, Canada and Mexico)

Europe (Germany, France, UK, Russia and Italy)

Asia-Pacific (China, Japan, Korea, India and Southeast Asia)

South America (Brazil, Argentina, Colombia)

Middle East and Africa (Saudi Arabia, UAE, Egypt, Nigeria and South Africa)

Market Segment by Type, covers

Cloud Based

On Premises

Market Segment by Applications, can be divided into

Small & Mid-sized Businesses

Large Enterprises

Contents

1 AGENT PERFORMANCE OPTIMIZATION (APO) MARKET OVERVIEW

- 1.1 Product Overview and Scope of Agent Performance Optimization (APO)
- 1.2 Classification of Agent Performance Optimization (APO) by Types
 - 1.2.1 Global Agent Performance Optimization (APO) Revenue Comparison by Types (2017-2023)
 - 1.2.2 Global Agent Performance Optimization (APO) Revenue Market Share by Types in 2017
 - 1.2.1 Cloud Based
 - 1.2.2 On Premises
- 1.3 Global Agent Performance Optimization (APO) Market by Application
 - 1.3.1 Global Agent Performance Optimization (APO) Market Size and Market Share Comparison by Applications (2013-2023)
 - 1.3.1 Small & Mid-sized Businesses
 - 1.3.2 Large Enterprises
- 1.4 Global Agent Performance Optimization (APO) Market by Regions
 - 1.4.1 Global Agent Performance Optimization (APO) Market Size (Million USD) Comparison by Regions (2013-2023)
 - 1.4.1 North America (USA, Canada and Mexico) Agent Performance Optimization (APO) Status and Prospect (2013-2023)
 - 1.4.2 Europe (Germany, France, UK, Russia and Italy) Agent Performance Optimization (APO) Status and Prospect (2013-2023)
 - 1.4.3 Asia-Pacific (China, Japan, Korea, India and Southeast Asia) Agent Performance Optimization (APO) Status and Prospect (2013-2023)
 - 1.4.4 South America (Brazil, Argentina, Colombia) Agent Performance Optimization (APO) Status and Prospect (2013-2023)
 - 1.4.5 Middle East and Africa (Saudi Arabia, UAE, Egypt, Nigeria and South Africa) Agent Performance Optimization (APO) Status and Prospect (2013-2023)
- 1.5 Global Market Size of Agent Performance Optimization (APO) (2013-2023)

2 MANUFACTURERS PROFILES

- 2.1 NICE Ltd
 - 2.1.1 Business Overview
 - 2.1.2 Agent Performance Optimization (APO) Type and Applications
 - 2.1.2.1 Type
 - 2.1.2.2 Type

2.1.3 NICE Ltd Agent Performance Optimization (APO) Sales, Price, Revenue, Gross Margin and Market Share (2016-2017)

2.2 Genesys

2.2.1 Business Overview

2.2.2 Agent Performance Optimization (APO) Type and Applications

2.2.2.1 Type

2.2.2.2 Type

2.2.3 Genesys Agent Performance Optimization (APO) Sales, Price, Revenue, Gross Margin and Market Share (2016-2017)

2.3 Verint Systems Inc

2.3.1 Business Overview

2.3.2 Agent Performance Optimization (APO) Type and Applications

2.3.2.1 Type

2.3.2.2 Type

2.3.3 Verint Systems Inc Agent Performance Optimization (APO) Sales, Price, Revenue, Gross Margin and Market Share (2016-2017)

2.4 Aspect

2.4.1 Business Overview

2.4.2 Agent Performance Optimization (APO) Type and Applications

2.4.2.1 Type

2.4.2.2 Type

2.4.3 Aspect Agent Performance Optimization (APO) Sales, Price, Revenue, Gross Margin and Market Share (2016-2017)

2.5 Calabrio

2.5.1 Business Overview

2.5.2 Agent Performance Optimization (APO) Type and Applications

2.5.2.1 Type

2.5.2.2 Type

2.5.3 Calabrio Agent Performance Optimization (APO) Sales, Price, Revenue, Gross Margin and Market Share (2016-2017)

2.6 Five9

2.6.1 Business Overview

2.6.2 Agent Performance Optimization (APO) Type and Applications

2.6.2.1 Type

2.6.2.2 Type

2.6.3 Five9 Agent Performance Optimization (APO) Sales, Price, Revenue, Gross Margin and Market Share (2016-2017)

2.7 Teleopti AB

2.7.1 Business Overview

- 2.7.2 Agent Performance Optimization (APO) Type and Applications
 - 2.7.2.1 Type
 - 2.7.2.2 Type
- 2.7.3 Teleopti AB Agent Performance Optimization (APO) Sales, Price, Revenue, Gross Margin and Market Share (2016-2017)
- 2.8 ZOOM International
 - 2.8.1 Business Overview
 - 2.8.2 Agent Performance Optimization (APO) Type and Applications
 - 2.8.2.1 Type
 - 2.8.2.2 Type
 - 2.8.3 ZOOM International Agent Performance Optimization (APO) Sales, Price, Revenue, Gross Margin and Market Share (2016-2017)
- 2.9 InVision AG
 - 2.9.1 Business Overview
 - 2.9.2 Agent Performance Optimization (APO) Type and Applications
 - 2.9.2.1 Type
 - 2.9.2.2 Type
 - 2.9.3 InVision AG Agent Performance Optimization (APO) Sales, Price, Revenue, Gross Margin and Market Share (2016-2017)
- 2.10 Upstream Works Software
 - 2.10.1 Business Overview
 - 2.10.2 Agent Performance Optimization (APO) Type and Applications
 - 2.10.2.1 Type
 - 2.10.2.2 Type
 - 2.10.3 Upstream Works Software Agent Performance Optimization (APO) Sales, Price, Revenue, Gross Margin and Market Share (2016-2017)
- 2.11 Envision Telephony
 - 2.11.1 Business Overview
 - 2.11.2 Agent Performance Optimization (APO) Type and Applications
 - 2.11.2.1 Type
 - 2.11.2.2 Type
 - 2.11.3 Envision Telephony Agent Performance Optimization (APO) Sales, Price, Revenue, Gross Margin and Market Share (2016-2017)
- 2.12 CallMiner
 - 2.12.1 Business Overview
 - 2.12.2 Agent Performance Optimization (APO) Type and Applications
 - 2.12.2.1 Type
 - 2.12.2.2 Type
 - 2.12.3 CallMiner Agent Performance Optimization (APO) Sales, Price, Revenue,

Gross Margin and Market Share (2016-2017)

2.13 CallFinder

2.13.1 Business Overview

2.13.2 Agent Performance Optimization (APO) Type and Applications

2.13.2.1 Type

2.13.2.2 Type

2.13.3 CallFinder Agent Performance Optimization (APO) Sales, Price, Revenue, Gross Margin and Market Share (2016-2017)

2.14 HigherGround, Inc.

2.14.1 Business Overview

2.14.2 Agent Performance Optimization (APO) Type and Applications

2.14.2.1 Type

2.14.2.2 Type

2.14.3 HigherGround, Inc. Agent Performance Optimization (APO) Sales, Price, Revenue, Gross Margin and Market Share (2016-2017)

3 GLOBAL AGENT PERFORMANCE OPTIMIZATION (APO) MARKET COMPETITION, BY PLAYERS

3.1 Global Agent Performance Optimization (APO) Revenue and Share by Players (2013-2018)

3.2 Market Concentration Rate

3.2.1 Top 5 Agent Performance Optimization (APO) Players Market Share

3.2.2 Top 10 Agent Performance Optimization (APO) Players Market Share

3.3 Market Competition Trend

4 GLOBAL AGENT PERFORMANCE OPTIMIZATION (APO) MARKET SIZE BY REGIONS

4.1 Global Agent Performance Optimization (APO) Revenue and Market Share by Regions

4.2 North America Agent Performance Optimization (APO) Revenue and Growth Rate (2013-2018)

4.3 Europe Agent Performance Optimization (APO) Revenue and Growth Rate (2013-2018)

4.4 Asia-Pacific Agent Performance Optimization (APO) Revenue and Growth Rate (2013-2018)

4.5 South America Agent Performance Optimization (APO) Revenue and Growth Rate (2013-2018)

4.6 Middle East and Africa Agent Performance Optimization (APO) Revenue and Growth Rate (2013-2018)

5 NORTH AMERICA AGENT PERFORMANCE OPTIMIZATION (APO) REVENUE BY COUNTRIES

5.1 North America Agent Performance Optimization (APO) Revenue by Countries (2013-2018)

5.2 USA Agent Performance Optimization (APO) Revenue and Growth Rate (2013-2018)

5.3 Canada Agent Performance Optimization (APO) Revenue and Growth Rate (2013-2018)

5.4 Mexico Agent Performance Optimization (APO) Revenue and Growth Rate (2013-2018)

6 EUROPE AGENT PERFORMANCE OPTIMIZATION (APO) REVENUE BY COUNTRIES

6.1 Europe Agent Performance Optimization (APO) Revenue by Countries (2013-2018)

6.2 Germany Agent Performance Optimization (APO) Revenue and Growth Rate (2013-2018)

6.3 UK Agent Performance Optimization (APO) Revenue and Growth Rate (2013-2018)

6.4 France Agent Performance Optimization (APO) Revenue and Growth Rate (2013-2018)

6.5 Russia Agent Performance Optimization (APO) Revenue and Growth Rate (2013-2018)

6.6 Italy Agent Performance Optimization (APO) Revenue and Growth Rate (2013-2018)

7 ASIA-PACIFIC AGENT PERFORMANCE OPTIMIZATION (APO) REVENUE BY COUNTRIES

7.1 Asia-Pacific Agent Performance Optimization (APO) Revenue by Countries (2013-2018)

7.2 China Agent Performance Optimization (APO) Revenue and Growth Rate (2013-2018)

7.3 Japan Agent Performance Optimization (APO) Revenue and Growth Rate (2013-2018)

7.4 Korea Agent Performance Optimization (APO) Revenue and Growth Rate

(2013-2018)

7.5 India Agent Performance Optimization (APO) Revenue and Growth Rate

(2013-2018)

7.6 Southeast Asia Agent Performance Optimization (APO) Revenue and Growth Rate

(2013-2018)

8 SOUTH AMERICA AGENT PERFORMANCE OPTIMIZATION (APO) REVENUE BY COUNTRIES

8.1 South America Agent Performance Optimization (APO) Revenue by Countries

(2013-2018)

8.2 Brazil Agent Performance Optimization (APO) Revenue and Growth Rate

(2013-2018)

8.3 Argentina Agent Performance Optimization (APO) Revenue and Growth Rate

(2013-2018)

8.4 Colombia Agent Performance Optimization (APO) Revenue and Growth Rate

(2013-2018)

9 MIDDLE EAST AND AFRICA REVENUE AGENT PERFORMANCE OPTIMIZATION (APO) BY COUNTRIES

9.1 Middle East and Africa Agent Performance Optimization (APO) Revenue by Countries (2013-2018)

9.2 Saudi Arabia Agent Performance Optimization (APO) Revenue and Growth Rate (2013-2018)

9.3 UAE Agent Performance Optimization (APO) Revenue and Growth Rate (2013-2018)

9.4 Egypt Agent Performance Optimization (APO) Revenue and Growth Rate (2013-2018)

9.5 Nigeria Agent Performance Optimization (APO) Revenue and Growth Rate (2013-2018)

9.6 South Africa Agent Performance Optimization (APO) Revenue and Growth Rate (2013-2018)

10 GLOBAL AGENT PERFORMANCE OPTIMIZATION (APO) MARKET SEGMENT BY TYPE

10.1 Global Agent Performance Optimization (APO) Revenue and Market Share by Type (2013-2018)

10.2 Global Agent Performance Optimization (APO) Market Forecast by Type (2018-2023)

10.2 Cloud Based Sales Growth and Price

10.2.1 Global Cloud Based Sales Growth (2013-2018)

10.2.2 Global Cloud Based Price (2013-2018)

10.3 On Premises Sales Growth and Price

10.3.1 Global On Premises Sales Growth (2013-2018)

10.3.2 Global On Premises Price (2013-2018)

11 GLOBAL AGENT PERFORMANCE OPTIMIZATION (APO) MARKET SEGMENT BY APPLICATION

11.1 Global Agent Performance Optimization (APO) Revenue Market Share by Application (2013-2018)

11.2 Agent Performance Optimization (APO) Market Forecast by Application (2018-2023)

11.2 Small & Mid-sized Businesses Sales Growth (2013-2018)

11.3 Large Enterprises Sales Growth (2013-2018)

12 GLOBAL AGENT PERFORMANCE OPTIMIZATION (APO) MARKET SIZE FORECAST (2018-2023)

12.1 Global Agent Performance Optimization (APO) Market Size Forecast (2018-2023)

12.2 Global Agent Performance Optimization (APO) Market Forecast by Regions (2018-2023)

12.3 North America Agent Performance Optimization (APO) Revenue Market Forecast (2018-2023)

12.4 Europe Agent Performance Optimization (APO) Revenue Market Forecast (2018-2023)

12.5 Asia-Pacific Agent Performance Optimization (APO) Revenue Market Forecast (2018-2023)

12.6 South America Agent Performance Optimization (APO) Revenue Market Forecast (2018-2023)

12.7 Middle East and Africa Agent Performance Optimization (APO) Revenue Market Forecast (2018-2023)

13 RESEARCH FINDINGS AND CONCLUSION

14 APPENDIX

14.1 Methodology

14.2 Data Source

List Of Tables

LIST OF TABLES AND FIGURES

Figure Agent Performance Optimization (APO) Picture
Table Product Specifications of Agent Performance Optimization (APO)
Table Global Agent Performance Optimization (APO) and Revenue (Million USD)
Market Split by Product Type
Figure Global Agent Performance Optimization (APO) Revenue Market Share by Types in 2017
Figure Cloud Based Picture
Figure On Premises Picture
Table Global Agent Performance Optimization (APO) Revenue (Million USD) by Application (2013-2023)
Figure Agent Performance Optimization (APO) Revenue Market Share by Applications in 2017
Figure Small & Mid-sized Businesses Picture
Figure Large Enterprises Picture
Table Global Market Agent Performance Optimization (APO) Revenue (Million USD) Comparison by Regions 2013-2023
Figure North America Agent Performance Optimization (APO) Revenue (Million USD) and Growth Rate (2013-2023)
Figure Europe Agent Performance Optimization (APO) Revenue (Million USD) and Growth Rate (2013-2023)
Figure Asia-Pacific Agent Performance Optimization (APO) Revenue (Million USD) and Growth Rate (2013-2023)
Figure South America Agent Performance Optimization (APO) Revenue (Million USD) and Growth Rate (2013-2023)
Figure Middle East and Africa Agent Performance Optimization (APO) Revenue (Million USD) and Growth Rate (2013-2023)
Figure Global Agent Performance Optimization (APO) Revenue (Million USD) and Growth Rate (2013-2023)
Table NICE Ltd Basic Information, Manufacturing Base and Competitors
Table NICE Ltd Agent Performance Optimization (APO) Type and Applications
Table NICE Ltd Agent Performance Optimization (APO) Sales, Price, Revenue, Gross Margin and Market Share (2016-2017)
Table Genesys Basic Information, Manufacturing Base and Competitors
Table Genesys Agent Performance Optimization (APO) Type and Applications
Table Genesys Agent Performance Optimization (APO) Sales, Price, Revenue, Gross

Margin and Market Share (2016-2017)

Table Verint Systems Inc Basic Information, Manufacturing Base and Competitors

Table Verint Systems Inc Agent Performance Optimization (APO) Type and Applications

Table Verint Systems Inc Agent Performance Optimization (APO) Sales, Price, Revenue, Gross Margin and Market Share (2016-2017)

Table Aspect Basic Information, Manufacturing Base and Competitors

Table Aspect Agent Performance Optimization (APO) Type and Applications

Table Aspect Agent Performance Optimization (APO) Sales, Price, Revenue, Gross Margin and Market Share (2016-2017)

Table Calabrio Basic Information, Manufacturing Base and Competitors

Table Calabrio Agent Performance Optimization (APO) Type and Applications

Table Calabrio Agent Performance Optimization (APO) Sales, Price, Revenue, Gross Margin and Market Share (2016-2017)

Table Five9 Basic Information, Manufacturing Base and Competitors

Table Five9 Agent Performance Optimization (APO) Type and Applications

Table Five9 Agent Performance Optimization (APO) Sales, Price, Revenue, Gross Margin and Market Share (2016-2017)

Table Teleopti AB Basic Information, Manufacturing Base and Competitors

Table Teleopti AB Agent Performance Optimization (APO) Type and Applications

Table Teleopti AB Agent Performance Optimization (APO) Sales, Price, Revenue, Gross Margin and Market Share (2016-2017)

Table ZOOM International Basic Information, Manufacturing Base and Competitors

Table ZOOM International Agent Performance Optimization (APO) Type and Applications

Table ZOOM International Agent Performance Optimization (APO) Sales, Price, Revenue, Gross Margin and Market Share (2016-2017)

Table InVision AG Basic Information, Manufacturing Base and Competitors

Table InVision AG Agent Performance Optimization (APO) Type and Applications

Table InVision AG Agent Performance Optimization (APO) Sales, Price, Revenue, Gross Margin and Market Share (2016-2017)

Table Upstream Works Software Basic Information, Manufacturing Base and Competitors

Table Upstream Works Software Agent Performance Optimization (APO) Type and Applications

Table Upstream Works Software Agent Performance Optimization (APO) Sales, Price, Revenue, Gross Margin and Market Share (2016-2017)

Table Envision Telephony Basic Information, Manufacturing Base and Competitors

Table Envision Telephony Agent Performance Optimization (APO) Type and Applications

Applications

Table Envision Telephony Agent Performance Optimization (APO) Sales, Price, Revenue, Gross Margin and Market Share (2016-2017)

Table CallMiner Basic Information, Manufacturing Base and Competitors

Table CallMiner Agent Performance Optimization (APO) Type and Applications

Table CallMiner Agent Performance Optimization (APO) Sales, Price, Revenue, Gross Margin and Market Share (2016-2017)

Table CallFinder Basic Information, Manufacturing Base and Competitors

Table CallFinder Agent Performance Optimization (APO) Type and Applications

Table CallFinder Agent Performance Optimization (APO) Sales, Price, Revenue, Gross Margin and Market Share (2016-2017)

Table HigherGround, Inc. Basic Information, Manufacturing Base and Competitors

Table HigherGround, Inc. Agent Performance Optimization (APO) Type and Applications

Table HigherGround, Inc. Agent Performance Optimization (APO) Sales, Price, Revenue, Gross Margin and Market Share (2016-2017)

Table Global Agent Performance Optimization (APO) Revenue (Million USD) by Players (2013-2018)

Table Global Agent Performance Optimization (APO) Revenue Share by Players (2013-2018)

Figure Global Agent Performance Optimization (APO) Revenue Share by Players in 2016

Figure Global Agent Performance Optimization (APO) Revenue Share by Players in 2017

Figure Global Top 5 Players Agent Performance Optimization (APO) Revenue Market Share in 2017

Figure Global Top 10 Players Agent Performance Optimization (APO) Revenue Market Share in 2017

Figure Global Agent Performance Optimization (APO) Revenue (Million USD) and Growth Rate (%) (2013-2018)

Table Global Agent Performance Optimization (APO) Revenue (Million USD) by Regions (2013-2018)

Table Global Agent Performance Optimization (APO) Revenue Market Share by Regions (2013-2018)

Figure Global Agent Performance Optimization (APO) Revenue Market Share by Regions (2013-2018)

Figure Global Agent Performance Optimization (APO) Revenue Market Share by Regions in 2017

Figure North America Agent Performance Optimization (APO) Revenue and Growth

Rate (2013-2018)

Figure Europe Agent Performance Optimization (APO) Revenue and Growth Rate (2013-2018)

Figure Asia-Pacific Agent Performance Optimization (APO) Revenue and Growth Rate (2013-2018)

Figure South America Agent Performance Optimization (APO) Revenue and Growth Rate (2013-2018)

Figure Middle East and Africa Agent Performance Optimization (APO) Revenue and Growth Rate (2013-2018)

Table North America Agent Performance Optimization (APO) Revenue by Countries (2013-2018)

Table North America Agent Performance Optimization (APO) Revenue Market Share by Countries (2013-2018)

Figure North America Agent Performance Optimization (APO) Revenue Market Share by Countries (2013-2018)

Figure North America Agent Performance Optimization (APO) Revenue Market Share by Countries in 2017

Figure USA Agent Performance Optimization (APO) Revenue and Growth Rate (2013-2018)

Figure Canada Agent Performance Optimization (APO) Revenue and Growth Rate (2013-2018)

Figure Mexico Agent Performance Optimization (APO) Revenue and Growth Rate (2013-2018)

Table Europe Agent Performance Optimization (APO) Revenue (Million USD) by Countries (2013-2018)

Figure Europe Agent Performance Optimization (APO) Revenue Market Share by Countries (2013-2018)

Figure Europe Agent Performance Optimization (APO) Revenue Market Share by Countries in 2017

Figure Germany Agent Performance Optimization (APO) Revenue and Growth Rate (2013-2018)

Figure UK Agent Performance Optimization (APO) Revenue and Growth Rate (2013-2018)

Figure France Agent Performance Optimization (APO) Revenue and Growth Rate (2013-2018)

Figure Russia Agent Performance Optimization (APO) Revenue and Growth Rate (2013-2018)

Figure Italy Agent Performance Optimization (APO) Revenue and Growth Rate (2013-2018)

Table Asia-Pacific Agent Performance Optimization (APO) Revenue (Million USD) by Countries (2013-2018)

Figure Asia-Pacific Agent Performance Optimization (APO) Revenue Market Share by Countries (2013-2018)

Figure Asia-Pacific Agent Performance Optimization (APO) Revenue Market Share by Countries in 2017

Figure China Agent Performance Optimization (APO) Revenue and Growth Rate (2013-2018)

Figure Japan Agent Performance Optimization (APO) Revenue and Growth Rate (2013-2018)

Figure Korea Agent Performance Optimization (APO) Revenue and Growth Rate (2013-2018)

Figure India Agent Performance Optimization (APO) Revenue and Growth Rate (2013-2018)

Figure Southeast Asia Agent Performance Optimization (APO) Revenue and Growth Rate (2013-2018)

Table South America Agent Performance Optimization (APO) Revenue by Countries (2013-2018)

Table South America Agent Performance Optimization (APO) Revenue Market Share by Countries (2013-2018)

Figure South America Agent Performance Optimization (APO) Revenue Market Share by Countries (2013-2018)

Figure South America Agent Performance Optimization (APO) Revenue Market Share by Countries in 2017

Figure Brazil Agent Performance Optimization (APO) Revenue and Growth Rate (2013-2018)

Figure Argentina Agent Performance Optimization (APO) Revenue and Growth Rate (2013-2018)

Figure Colombia Agent Performance Optimization (APO) Revenue and Growth Rate (2013-2018)

Table Middle East and Africa Agent Performance Optimization (APO) Revenue (Million USD) by Countries (2013-2018)

Table Middle East and Africa Agent Performance Optimization (APO) Revenue Market Share by Countries (2013-2018)

Figure Middle East and Africa Agent Performance Optimization (APO) Revenue Market Share by Countries (2013-2018)

Figure Middle East and Africa Agent Performance Optimization (APO) Revenue Market Share by Countries in 2017

Figure Saudi Arabia Agent Performance Optimization (APO) Revenue and Growth Rate

(2013-2018)

Figure UAE Agent Performance Optimization (APO) Revenue and Growth Rate

(2013-2018)

Figure Egypt Agent Performance Optimization (APO) Revenue and Growth Rate

(2013-2018)

Figure Nigeria Agent Performance Optimization (APO) Revenue and Growth Rate

(2013-2018)

Figure South Africa Agent Performance Optimization (APO) Revenue and Growth Rate

(2013-2018)

Table Global Agent Performance Optimization (APO) Revenue (Million USD) by Type

(2013-2018)

Table Global Agent Performance Optimization (APO) Revenue Share by Type

(2013-2018)

Figure Global Agent Performance Optimization (APO) Revenue Share by Type

(2013-2018)

Figure Global Agent Performance Optimization (APO) Revenue Share by Type in 2017

Table Global Agent Performance Optimization (APO) Revenue Forecast by Type

(2018-2023)

Figure Global Agent Performance Optimization (APO) Market Share Forecast by Type

(2018-2023)

Figure Global Cloud Based Sales Growth (2013-2018)

Figure Global Cloud Based Price (2013-2018)

Figure Global On Premises Sales Growth (2013-2018)

Figure Global On Premises Price (2013-2018)

Table Global Agent Performance Optimization (APO) Revenue by Application

(2013-2018)

Table Global Agent Performance Optimization (APO) Revenue Share by Application

(2013-2018)

Figure Global Agent Performance Optimization (APO) Revenue Share by Application

(2013-2018)

Figure Global Agent Performance Optimization (APO) Revenue Share by Application in 2017

Table Global Agent Performance Optimization (APO) Revenue Forecast by Application

(2018-2023)

Figure Global Agent Performance Optimization (APO) Market Share Forecast by

Application (2018-2023)

Figure Global Small & Mid-sized Businesses Sales Growth (2013-2018)

Figure Global Large Enterprises Sales Growth (2013-2018)

Figure Global Agent Performance Optimization (APO) Revenue (Million USD) and

Growth Rate Forecast (2018 -2023)

Table Global Agent Performance Optimization (APO) Revenue (Million USD) Forecast by Regions (2018-2023)

Figure Global Agent Performance Optimization (APO) Revenue Market Share Forecast by Regions (2018-2023)

Figure North America Agent Performance Optimization (APO) Revenue Market Forecast (2018-2023)

Figure Europe Agent Performance Optimization (APO) Revenue Market Forecast (2018-2023)

Figure Asia-Pacific Agent Performance Optimization (APO) Revenue Market Forecast (2018-2023)

Figure South America Agent Performance Optimization (APO) Revenue Market Forecast (2018-2023)

Figure Middle East and Africa Agent Performance Optimization (APO) Revenue Market Forecast (2018-2023)

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