

Global Call Center Analytics Market 2023 by Company, Regions, Type and Application, Forecast to 2029

<https://marketpublishers.com/r/G196635B3904EN.html>

Date: July 2024

Pages: 114

Price: US\$ 3,480.00 (Single User License)

ID: G196635B3904EN

Abstracts

According to our (Global Info Research) latest study, the global Call Center Analytics market size was valued at USD 983.7 million in 2022 and is forecast to a readjusted size of USD 2316.4 million by 2029 with a CAGR of 13.0% during review period. The influence of COVID-19 and the Russia-Ukraine War were considered while estimating market sizes.

The process of collecting and analyzing call center data to gain valuable insights about agent performance, call center performance, customer satisfaction and product performance is called call center analytics. Call center analytics is the process of collecting and analyzing customer data to unearth valuable insights about your service organization's performance. This includes customer satisfaction (CSAT), revenue, customer retention, customer effort score, and service-level agreement (SLA) performance.

This report is a detailed and comprehensive analysis for global Call Center Analytics market. Both quantitative and qualitative analyses are presented by company, by region & country, by Type and by Application. As the market is constantly changing, this report explores the competition, supply and demand trends, as well as key factors that contribute to its changing demands across many markets. Company profiles and product examples of selected competitors, along with market share estimates of some of the selected leaders for the year 2023, are provided.

Key Features:

Global Call Center Analytics market size and forecasts, in consumption value (\$ Million), 2018-2029

Global Call Center Analytics market size and forecasts by region and country, in consumption value (\$ Million), 2018-2029

Global Call Center Analytics market size and forecasts, by Type and by Application, in consumption value (\$ Million), 2018-2029

Global Call Center Analytics market shares of main players, in revenue (\$ Million), 2018-2023

The Primary Objectives in This Report Are:

To determine the size of the total market opportunity of global and key countries

To assess the growth potential for Call Center Analytics

To forecast future growth in each product and end-use market

To assess competitive factors affecting the marketplace

This report profiles key players in the global Call Center Analytics market based on the following parameters - company overview, production, value, price, gross margin, product portfolio, geographical presence, and key developments. Key companies covered as a part of this study include Cisco, Genpact, 8X8, Inc., Genesys and Oracle, etc.

This report also provides key insights about market drivers, restraints, opportunities, new product launches or approvals, COVID-19 and Russia-Ukraine War Influence.

Market segmentation

Call Center Analytics market is split by Type and by Application. For the period 2018-2029, the growth among segments provide accurate calculations and forecasts for consumption value by Type and by Application. This analysis can help you expand your business by targeting qualified niche markets.

Market segment by Type

Predictive Analytics

Voice Analytics

Customer Satisfaction Analytics

Interaction Analytics

Omnichannel Analytics

Market segment by Application

Large Enterprise

SMEs

Market segment by players, this report covers

Cisco

Genpact

8X8, Inc.

Genesys

Oracle

Mitel Networks Corp.

SAP SE

NICE

Enghouse Interactive

Five9, Inc.

CallMiner.

Servion Global Solutions

EdgeVerve Systems Limited

inContact Inc.

Intrado

Zoom Video Communications

Calabrio

Aspect Software

Market segment by regions, regional analysis covers

North America (United States, Canada, and Mexico)

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

Asia-Pacific (China, Japan, South Korea, India, Southeast Asia, Australia and Rest of Asia-Pacific)

South America (Brazil, Argentina and Rest of South America)

Middle East & Africa (Turkey, Saudi Arabia, UAE, Rest of Middle East & Africa)

The content of the study subjects, includes a total of 13 chapters:

Chapter 1, to describe Call Center Analytics product scope, market overview, market estimation caveats and base year.

Chapter 2, to profile the top players of Call Center Analytics, with revenue, gross margin and global market share of Call Center Analytics from 2018 to 2023.

Chapter 3, the Call Center Analytics competitive situation, revenue and global market share of top players are analyzed emphatically by landscape contrast.

Chapter 4 and 5, to segment the market size by Type and application, with consumption value and growth rate by Type, application, from 2018 to 2029.

Chapter 6, 7, 8, 9, and 10, to break the market size data at the country level, with revenue and market share for key countries in the world, from 2018 to 2023. and Call Center Analytics market forecast, by regions, type and application, with consumption value, from 2024 to 2029.

Chapter 11, market dynamics, drivers, restraints, trends, Porters Five Forces analysis, and Influence of COVID-19 and Russia-Ukraine War

Chapter 12, the key raw materials and key suppliers, and industry chain of Call Center Analytics.

Chapter 13, to describe Call Center Analytics research findings and conclusion.

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