

Global Call Center Outsourcings Market 2018 by Manufacturers, Countries, Type and Application, Forecast to 2023

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Abstracts

Call centers are the business consulting services where expert agents answer calls from the customers etc. The customers could call an organization before, during or after they purchase a product and this could be for their diverse needs.

SCOPE OF THE REPORT:

The global Call Center Outsourcings market is valued at xx million USD in 2017 and is expected to reach xx million USD by the end of 2023, growing at a CAGR of xx% between 2017 and 2023.

The Asia-Pacific will occupy for more market share in following years, especially in China, also fast growing India and Southeast Asia regions.

North America, especially The United States, will still play an important role which cannot be ignored. Any changes from United States might affect the development trend of Call Center Outsourcings.

Europe also play important roles in global market, with market size of xx million USD in 2017 and will be xx million USD in 2023, with a CAGR of xx%.

This report studies the Call Center Outsourcings market status and outlook of Global and major regions, from angles of players, countries, product types and end industries; this report analyzes the top players in global market, and splits the Call Center Outsourcings market by product type and applications/end industries.

Market Segment by Companies, this report covers

Aditya Birla Minacs

Atento

Concentrix

Conduent

Convergys Corporation

Datacom Group

DialAmerica

Firstsource

Focus Services

Genpact

InfoCision Management Corporation

Inktel Direct

iQor

NCO Group

One World Direct

Qualfon

Sitel

Sykes Enterprises

SupportSave

Tech Mahindra

Teleperformance

Televerde

TeleTech

TELUS International

Transcom WorldWide

Ubiquity Global Services

United Nearshore Operations

WNS Global Services

Webhelp

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

Inbound Call Services

Outbound Call Services

Others

Market Segment by Applications, can be divided into

BFSI

Retail

Government

IT & Telecommunication

Defense Aerospace & Intelligence

Others

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