

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

<https://marketpublishers.com/r/G924FFDA530EEN.html>

Date: February 2023

Pages: 124

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

ID: G924FFDA530EEN

Abstracts

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

Speech analytics, also called interaction analytics, is technology that leverages artificial intelligence to understand, process, and analyze human speech. Contact centers use speech analytics to assess call recordings and transcripts from digital channels such as chat and text messages.

This report is a detailed and comprehensive analysis for global Call Center Speech 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 Speech Analytics market size and forecasts, in consumption value (\$ Million), 2018-2029

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

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

Global Call Center Speech 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 Speech 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 Speech 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 NICE, Verint, Avaya, OpenText and Google, 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 Speech 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

On-premises

Cloud

Market segment by Application

Large Enterprises

SMEs

Market segment by players, this report covers

NICE

Verint

Avaya

OpenText

Google

Vonage

Genesys

Calabrio

CallMiner

Almawave

AWS

Qualtrics

Talkdesk

Alvaria

Castel

VoiceBase

Intelligent Voice

CallTrackingMetrics

Five9

3CLogic

CloudTalk

Deepgram

Gnani.ai

Observe.ai

SpeechTech

Speech-I-Ltd

Batvoice

Kwantics

Speech Village

Salesken

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 Speech Analytics product scope, market overview, market estimation caveats and base year.

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

Chapter 3, the Call Center Speech 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 Speech 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 Speech Analytics.

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

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