

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

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Abstracts

Call centers are utilized by companies for inbound and/or outbound telephone calls and usually offer customer service or technical support to customers with complaints, inquiries, or technical issues. Other call centers include telemarketing, market research, and soliciting for charitable donations.

SCOPE OF THE REPORT:

This report studies the Call Centers 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 Centers market by product type and applications/end industries.

According to a lot of market researches being conducted, it is clear that the Global Call Center markets are surging like never before. Since the time of the internet and smart devices, the major boom in the market is evident as every segment of the Global Call Center Industry is growing at a rapid pace with the marketing expanding both in value and volume over the last decade and is expected to continue this trend into the future decade as well.

The global Call Centers 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 Centers.

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%.

Market Segment by Companies, 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 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

On-premises

Market Segment by Applications, can be divided into

Banking, Financial Services, and Insurance (BFSI)

Healthcare

Government

Retail

Others

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