

# Global Computer Telephony Integration Software Market 2024 by Company, Regions, Type and Application, Forecast to 2030

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## Abstracts

According to our (Global Info Research) latest study, the global Computer Telephony Integration Software market size was valued at USD 1780.2 million in 2023 and is forecast to a readjusted size of USD 5477.6 million by 2030 with a CAGR of 17.4% during review period.

Computer telephony integration, also called computer–telephone integration or CTI, is a common name for any technology that allows interactions on a telephone and a computer to be integrated or coordinated. CTI (Computer Telephony Integration) software enables you to control your phone or phone system from your computer. CTI is often used as a jargon term for describing integrations between a phone system and a customer relationship management (CRM) system that has already been deployed. These integrations add features to enhance both systems and help agents better handle interactions.

From a regional perspective, the US market share is relatively large, accounting for about 29%, and will maintain steady growth in the next few years.

With a market share of about 25%, Europe will continue to play an important role that cannot be ignored. China has about 16 per cent of the market. Major manufacturers are Five9, Salesforce, RingCentral, Twilio, Enghouse Interactive, NewVoiceMedia (Vonage), Genesys, Zendesk, Freshworks, NICE inContact, Nextiva, Talkdesk, Jive Communications (LogMeIn), Ameyo, Aircall, Tenfold, Ozonetel, InGenius, etc. The top three, with about 16% of the market.

The Global Info Research report includes an overview of the development of the

Computer Telephony Integration Software industry chain, the market status of Large Enterprises (Cloud Based, On-Premise), SMEs (Cloud Based, On-Premise), and key enterprises in developed and developing market, and analysed the cutting-edge technology, patent, hot applications and market trends of Computer Telephony Integration Software.

Regionally, the report analyzes the Computer Telephony Integration Software markets in key regions. North America and Europe are experiencing steady growth, driven by government initiatives and increasing consumer awareness. Asia-Pacific, particularly China, leads the global Computer Telephony Integration Software market, with robust domestic demand, supportive policies, and a strong manufacturing base.

#### Key Features:

The report presents comprehensive understanding of the Computer Telephony Integration Software market. It provides a holistic view of the industry, as well as detailed insights into individual components and stakeholders. The report analysis market dynamics, trends, challenges, and opportunities within the Computer Telephony Integration Software industry.

The report involves analyzing the market at a macro level:

**Market Sizing and Segmentation:** Report collect data on the overall market size, including the revenue generated, and market share of different by Type (e.g., Cloud Based, On-Premise).

**Industry Analysis:** Report analyse the broader industry trends, such as government policies and regulations, technological advancements, consumer preferences, and market dynamics. This analysis helps in understanding the key drivers and challenges influencing the Computer Telephony Integration Software market.

**Regional Analysis:** The report involves examining the Computer Telephony Integration Software market at a regional or national level. Report analyses regional factors such as government incentives, infrastructure development, economic conditions, and consumer behaviour to identify variations and opportunities within different markets.

**Market Projections:** Report covers the gathered data and analysis to make future projections and forecasts for the Computer Telephony Integration Software market. This may include estimating market growth rates, predicting market demand, and identifying

emerging trends.

The report also involves a more granular approach to Computer Telephony Integration Software:

**Company Analysis:** Report covers individual Computer Telephony Integration Software players, suppliers, and other relevant industry players. This analysis includes studying their financial performance, market positioning, product portfolios, partnerships, and strategies.

**Consumer Analysis:** Report covers data on consumer behaviour, preferences, and attitudes towards Computer Telephony Integration Software. This may involve surveys, interviews, and analysis of consumer reviews and feedback from different by Application (Large Enterprises, SMEs).

**Technology Analysis:** Report covers specific technologies relevant to Computer Telephony Integration Software. It assesses the current state, advancements, and potential future developments in Computer Telephony Integration Software areas.

**Competitive Landscape:** By analyzing individual companies, suppliers, and consumers, the report presents insights into the competitive landscape of the Computer Telephony Integration Software market. This analysis helps understand market share, competitive advantages, and potential areas for differentiation among industry players.

**Market Validation:** The report involves validating findings and projections through primary research, such as surveys, interviews, and focus groups.

## Market Segmentation

Computer Telephony Integration Software market is split by Type and by Application. For the period 2019-2030, the growth among segments provides accurate calculations and forecasts for consumption value by Type, and by Application in terms of value.

### Market segment by Type

Cloud Based

On-Premise

## Market segment by Application

Large Enterprises

SMEs

## Market segment by players, this report covers

Five9

Salesforce

RingCentral

Twilio

Enghouse Interactive

NewVoiceMedia (Vonage)

Genesys

Zendesk

Freshworks

NICE inContact

Nextiva

Talkdesk

Jive Communications (LogMeIn)

Ameyo

Aircall

Tenfold

Ozonetel

InGenius

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 Computer Telephony Integration Software product scope, market overview, market estimation caveats and base year.

Chapter 2, to profile the top players of Computer Telephony Integration Software, with revenue, gross margin and global market share of Computer Telephony Integration Software from 2019 to 2024.

Chapter 3, the Computer Telephony Integration Software 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 2019 to 2030.

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 2019 to 2024.

Computer Telephony Integration Software market forecast, by regions, type and application, with consumption value, from 2025 to 2030.

Chapter 11, market dynamics, drivers, restraints, trends and Porters Five Forces analysis.

Chapter 12, the key raw materials and key suppliers, and industry chain of Computer Telephony Integration Software.

Chapter 13, to describe Computer Telephony Integration Software research findings and conclusion.

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