

Global Contact Center Analytics Market 2018 by Manufacturers, Regions, Type and Application, Forecast to 2023

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Abstracts

Scope of the Report:

This report focuses on the Contact Center Analytics in global market, especially in North America, Europe and Asia-Pacific, South America, Middle East and Africa. This report categorizes the market based on manufacturers, regions, type and application.

On-premises deployment model has higher adoption than the on-demand deployment model leading. It is majorly deployed by large enterprises owing to various factors, including reduced initial price, data security, higher customization options, and control over the implementation process.

The worldwide market for Contact Center Analytics is expected to grow at a CAGR of roughly 15.9% over the next five years, will reach xx million US\$ in 2023, from xx million US\$ in 2017, according to a new GIR (Global Info Research) study.

Market Segment by Manufacturers, this report covers

Cisco Systems, Inc.

Genpact Limited

Verint Systems Inc.

8x8, Inc.

Genesys

Oracle Corporation

Mitel Networks Corporation

SAP SE

Nice Ltd.

Enghouse Interactive

Five9, Inc.

Callminer

Servion Global Solutions

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 etc.)

Middle East and Africa (Saudi Arabia, UAE, Egypt, Nigeria and South Africa)

Market Segment by Type, covers

On-Premises

On-Demand

Market Segment by Applications, can be divided into

Automatic Call Distributor

Log Management

Risk and Compliance Management

Real-time Monitoring and Reporting

Workforce Optimization

Customer Experience Management

Others applications

There are 15 Chapters to deeply display The global Contact Center Analytics market.

Chapter 1, to describe Contact Center Analytics Introduction, product scope, market overview, market opportunities, market risk, market driving force;

Chapter 2, to analyze the top manufacturers of Contact Center Analytics, with sales, revenue, and price of Contact Center Analytics, in 2016 and 2017;

Chapter 3, to display the competitive situation among the top manufacturers, with sales, revenue and market share in 2016 and 2017;

Chapter 4, to show The global market by regions, with sales, revenue and market share of Contact Center Analytics, for each region, from 2013 to 2018;

Chapter 5, 6, 7, 8 and 9, to analyze the market by countries, by type, by application and by manufacturers, with sales, revenue and market share by key countries in these regions;

Chapter 10 and 11, to show the market by type and application, with sales market share and growth rate by type, application, from 2013 to 2018;

Chapter 12, Contact Center Analytics market forecast, by regions, type and application, with sales and revenue, from 2018 to 2023;

Chapter 13, 14 and 15, to describe Contact Center Analytics sales channel, distributors, traders, dealers, Research Findings and Conclusion, appendix and data source

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