

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

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Abstracts

A contact center (also referred to as a customer interaction center or e-contact center) is a central point in an enterprise from which all customer contacts are managed. The contact center typically includes one or more online call centers but may include other types of customer contact as well, including e-mail newsletters, postal mail catalogs, Web site inquiries and chats, and the collection of information from customers during in-store purchasing. A contact center is generally part of an enterprise's overall customer relationship management (CRM).

Scope of the Report:

This report studies the Contact Center 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 Contact Center market by product type and applications/end industries.

The creation of the multi-media contact center reflects the confluence of exciting changes in technology and new developments in customer service thinking. The massive rise and appeal of the Internet have given birth to many new ways for customers to contact the companies they deal with. E-mail, text chat and a host of newer technologies give us more chances to engage in a dialogue with any company we choose in a matter of seconds.

Despite the presence of competition problems, due to the EMEA recovery trend is clear, investors are still optimistic about this area, the future will still have more new investment enter the field. Even so, the market for Contact Center is intensely competitive. The study group recommends the new entrants just having money but

without technical advantage and upstream and downstream support do not to enter into this field.

The global Contact Center 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 Contact Center.

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

24 hours

online severice

Market Segment by Applications, can be divided into

Telecommunication

Banking, Financial Services and Insurance (BFSI)

Government and Public Sector

Healthcare and Life Sciences

Retail and Consumer Goods

Others

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