

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

Market Segment by Manufacturers, 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

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

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

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

Chapter 2, to analyze the top manufacturers of Contact Center, with sales, revenue, and price of Contact Center, 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, for each region, from 2013 to 2018;

Chapter 5, 6, 7, 8 and 9, to analyze the key regions, 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 market forecast, by regions, type and application, with sales and revenue, from 2018 to 2023;

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

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