

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

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Abstracts

Market globalization have enforced businesses to expand their operations across multiple regions and thereby fulfil their consumer demand. Businesses have customer interaction centers where professionals interact with customers and address their enquires on daily basis. Thus, a huge amount of enquires are generated during the conversion of sales between the business and customers. Businesses are finding it difficult to manage these enquires in the form of information and storage of data. Further, due to technological advancement in contact channel, the interaction between the customer and contact center have increased through voice, email and messaging. A contact center system is software based system which enables automatic contact routing facility during high amount of customer enquiries. The contact center system also involves additional services such as voice portal, quality monitoring system, outbound dialers, workforce management, interactive voice response (IVR) and analytical services. This helps contact center professionals to address customer concerns within less time and thereby increase their satisfaction level.

SCOPE OF THE REPORT:

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

Services such as IVR and voice portal saves valuable time of contact center through interactive voice based recordings which helps in assisting the concerns of customers. Further, in sales or outbound call center, most of the services such as cross-selling, renewals, cross-selling and satisfaction surveys involves making outgoing calls to

customers. Contact center system helps in providing a list of prospective customer contact and maintain them on a timely basis. It also helps in analyzing the quality of call through sending automatic messages to customers in order to scale customer satisfaction. Contact center system also involves recording of voice call and chat history in order to monitor the team performance. This helps to formulate a team strategy with the help of additional analytical insights on customer satisfaction provided by contact center system.

The global Contact Center Systems 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 Systems.

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

Cisco Systems

3CLogic

Aspect Software

Genesys

Five9

Oracle

IBM

InContact

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 Premise

Market Segment by Applications, can be divided into

Healthcare

Financial Services

Telecommunication

Retail

Government

Transportation Sector

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