

Global Customer Care BPO Market 2018 by Manufacturers, Countries, Type and Application, Forecast to 2023

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Abstracts

In today's business parlance, outsourcing refers to the practice of outsourcing non-core business functions of an organization to a third party business process outsourcing (BPO) services provider. Similarly, call center outsourcing is the process of contracting the management of voice based customer service processes to specialized call center outsourcing companies. Contact centers defined simply are workplaces wherein human agents receive or make outgoing telephone calls to existing or prospective customers of a company. Outsourced contact centers are specialized contact center outsourcing companies that manage inbound or outbound call center processes for their clients.

SCOPE OF THE REPORT:

The market is growing at a very rapid pace and with rise in technological innovation, competition and M&A activities in the industry many local and regional vendors are offering specific application products for varied end-users. The industry is expected to remain innovation-led, with frequent acquisitions and strategic alliances adopted as the key strategies by the players to increase their industry presence.

The global Customer Care BPO 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 Customer Care BPO.

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%.

This report studies the Customer Care BPO 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 Customer Care BPO market by product type and applications/end industries.

Market Segment by Companies, this report covers

Teleperformance

Concentrix (Convergys)

Alorica

Atento

Acticall (Sitel)

Arvato

Sykes Enterprises

TeleTech Holdings

Transcom

Serco

HKT Teleservices

Comdata

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

On-Premise CCO

Cloud-based CCO

Market Segment by Applications, can be divided into

Telecom & IT

BFSI

Healthcare & Life Sciences

Government & Public

Retail & Consumer Goods

Others

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