

# Global Customer Engagement Solutions Market 2024 by Company, Regions, Type and Application, Forecast to 2030

<https://marketpublishers.com/r/G971A6EE92F5EN.html>

Date: June 2024

Pages: 149

Price: US\$ 3,480.00 (Single User License)

ID: G971A6EE92F5EN

## Abstracts

According to our (Global Info Research) latest study, the global Customer Engagement Solutions market size was valued at USD 13380 million in 2023 and is forecast to a readjusted size of USD 19780 million by 2030 with a CAGR of 5.7% during review period.

Customer engagement is a business communication connection between an external stakeholder (consumer) and an organization (company or brand) through various channels of correspondence. ... The term can also be used to define customer-to-customer correspondence regarding a communication, product, service or brand.

The Asia Pacific market is projected to grow at the highest CAGR from 2018 to 2023. The growth of the Asia Pacific market can be attributed to the increased adoption of cloud computing by different organizations in this region. Small & medium enterprises across various countries, such as Australia, Malaysia, Japan, and Singapore, are investing in information technology to compete, secure, and capture digital opportunities present in the market.

The Global Info Research report includes an overview of the development of the Customer Engagement Solutions industry chain, the market status of BFSI (Omnichannel, Workforce Optimization), Consumer Goods & Retail (Omnichannel, Workforce Optimization), and key enterprises in developed and developing market, and analysed the cutting-edge technology, patent, hot applications and market trends of Customer Engagement Solutions.

Regionally, the report analyzes the Customer Engagement Solutions markets in key

regions. North America and Europe are experiencing steady growth, driven by government initiatives and increasing consumer awareness. Asia-Pacific, particularly China, leads the global Customer Engagement Solutions market, with robust domestic demand, supportive policies, and a strong manufacturing base.

#### Key Features:

The report presents comprehensive understanding of the Customer Engagement Solutions market. It provides a holistic view of the industry, as well as detailed insights into individual components and stakeholders. The report analysis market dynamics, trends, challenges, and opportunities within the Customer Engagement Solutions industry.

The report involves analyzing the market at a macro level:

**Market Sizing and Segmentation:** Report collect data on the overall market size, including the revenue generated, and market share of different by Type (e.g., Omnichannel, Workforce Optimization).

**Industry Analysis:** Report analyse the broader industry trends, such as government policies and regulations, technological advancements, consumer preferences, and market dynamics. This analysis helps in understanding the key drivers and challenges influencing the Customer Engagement Solutions market.

**Regional Analysis:** The report involves examining the Customer Engagement Solutions market at a regional or national level. Report analyses regional factors such as government incentives, infrastructure development, economic conditions, and consumer behaviour to identify variations and opportunities within different markets.

**Market Projections:** Report covers the gathered data and analysis to make future projections and forecasts for the Customer Engagement Solutions market. This may include estimating market growth rates, predicting market demand, and identifying emerging trends.

The report also involves a more granular approach to Customer Engagement Solutions:

**Company Analysis:** Report covers individual Customer Engagement Solutions players, suppliers, and other relevant industry players. This analysis includes studying their financial performance, market positioning, product portfolios, partnerships, and

strategies.

**Consumer Analysis:** Report covers data on consumer behaviour, preferences, and attitudes towards Customer Engagement Solutions. This may involve surveys, interviews, and analysis of consumer reviews and feedback from different by Application (BFSI, Consumer Goods & Retail).

**Technology Analysis:** Report covers specific technologies relevant to Customer Engagement Solutions. It assesses the current state, advancements, and potential future developments in Customer Engagement Solutions areas.

**Competitive Landscape:** By analyzing individual companies, suppliers, and consumers, the report presents insights into the competitive landscape of the Customer Engagement Solutions market. This analysis helps understand market share, competitive advantages, and potential areas for differentiation among industry players.

**Market Validation:** The report involves validating findings and projections through primary research, such as surveys, interviews, and focus groups.

## Market Segmentation

Customer Engagement Solutions market is split by Type and by Application. For the period 2019-2030, the growth among segments provides accurate calculations and forecasts for consumption value by Type, and by Application in terms of value.

### Market segment by Type

Omnichannel

Workforce Optimization

Robotic Process Automation

Analytics & Reporting

### Market segment by Application

BFSI

Consumer Goods & Retail

Telecommunication

Healthcare & Life Sciences

Automotive & Transportation

Media & Entertainment

Travel & Hospitality

Manufacturing

Others

Market segment by players, this report covers

Avaya

Aspect Software

Calabrio

Genesys

IBM

Microsoft

Nice Systems

Nuance Communications

Opentext

Oracle

Pegasystems

Pitney Bowes

Salesforce

SAP

Servicenow

Verint Systems

Zendesk

Egain Corporation

Bpmonline

Crmnext

Eptica

Freshworks

Ifs-Mplsystems

Lithium Technologies

Sugarcrm

Market segment by regions, regional analysis covers

North America (United States, Canada, and Mexico)

Europe (Germany, France, UK, Russia, Italy, and Rest of Europe)

Asia-Pacific (China, Japan, South Korea, India, Southeast Asia, Australia and

Rest of Asia-Pacific)

South America (Brazil, Argentina and Rest of South America)

Middle East & Africa (Turkey, Saudi Arabia, UAE, Rest of Middle East & Africa)

The content of the study subjects, includes a total of 13 chapters:

Chapter 1, to describe Customer Engagement Solutions product scope, market overview, market estimation caveats and base year.

Chapter 2, to profile the top players of Customer Engagement Solutions, with revenue, gross margin and global market share of Customer Engagement Solutions from 2019 to 2024.

Chapter 3, the Customer Engagement Solutions competitive situation, revenue and global market share of top players are analyzed emphatically by landscape contrast.

Chapter 4 and 5, to segment the market size by Type and application, with consumption value and growth rate by Type, application, from 2019 to 2030.

Chapter 6, 7, 8, 9, and 10, to break the market size data at the country level, with revenue and market share for key countries in the world, from 2019 to 2024. and Customer Engagement Solutions market forecast, by regions, type and application, with consumption value, from 2025 to 2030.

Chapter 11, market dynamics, drivers, restraints, trends and Porters Five Forces analysis.

Chapter 12, the key raw materials and key suppliers, and industry chain of Customer Engagement Solutions.

Chapter 13, to describe Customer Engagement Solutions research findings and conclusion.

## Contents

### 1 MARKET OVERVIEW

1.1 Product Overview and Scope of Customer Engagement Solutions

1.2 Market Estimation Caveats and Base Year

1.3 Classification of Customer Engagement Solutions by Type

1.3.1 Overview: Global Customer Engagement Solutions Market Size by Type: 2019 Versus 2023 Versus 2030

1.3.2 Global Customer Engagement Solutions Consumption Value Market Share by Type in 2023

1.3.3 Omnichannel

1.3.4 Workforce Optimization

1.3.5 Robotic Process Automation

1.3.6 Analytics & Reporting

1.4 Global Customer Engagement Solutions Market by Application

1.4.1 Overview: Global Customer Engagement Solutions Market Size by Application: 2019 Versus 2023 Versus 2030

1.4.2 BFSI

1.4.3 Consumer Goods & Retail

1.4.4 Telecommunication

1.4.5 Healthcare & Life Sciences

1.4.6 Automotive & Transportation

1.4.7 Media & Entertainment

1.4.8 Travel & Hospitality

1.4.9 Manufacturing

1.4.10 Others

1.5 Global Customer Engagement Solutions Market Size & Forecast

1.6 Global Customer Engagement Solutions Market Size and Forecast by Region

1.6.1 Global Customer Engagement Solutions Market Size by Region: 2019 VS 2023 VS 2030

1.6.2 Global Customer Engagement Solutions Market Size by Region, (2019-2030)

1.6.3 North America Customer Engagement Solutions Market Size and Prospect (2019-2030)

1.6.4 Europe Customer Engagement Solutions Market Size and Prospect (2019-2030)

1.6.5 Asia-Pacific Customer Engagement Solutions Market Size and Prospect (2019-2030)

1.6.6 South America Customer Engagement Solutions Market Size and Prospect (2019-2030)

1.6.7 Middle East and Africa Customer Engagement Solutions Market Size and Prospect (2019-2030)

## **2 COMPANY PROFILES**

### **2.1 Avaya**

2.1.1 Avaya Details

2.1.2 Avaya Major Business

2.1.3 Avaya Customer Engagement Solutions Product and Solutions

2.1.4 Avaya Customer Engagement Solutions Revenue, Gross Margin and Market Share (2019-2024)

2.1.5 Avaya Recent Developments and Future Plans

### **2.2 Aspect Software**

2.2.1 Aspect Software Details

2.2.2 Aspect Software Major Business

2.2.3 Aspect Software Customer Engagement Solutions Product and Solutions

2.2.4 Aspect Software Customer Engagement Solutions Revenue, Gross Margin and Market Share (2019-2024)

2.2.5 Aspect Software Recent Developments and Future Plans

### **2.3 Calabrio**

2.3.1 Calabrio Details

2.3.2 Calabrio Major Business

2.3.3 Calabrio Customer Engagement Solutions Product and Solutions

2.3.4 Calabrio Customer Engagement Solutions Revenue, Gross Margin and Market Share (2019-2024)

2.3.5 Calabrio Recent Developments and Future Plans

### **2.4 Genesys**

2.4.1 Genesys Details

2.4.2 Genesys Major Business

2.4.3 Genesys Customer Engagement Solutions Product and Solutions

2.4.4 Genesys Customer Engagement Solutions Revenue, Gross Margin and Market Share (2019-2024)

2.4.5 Genesys Recent Developments and Future Plans

### **2.5 IBM**

2.5.1 IBM Details

2.5.2 IBM Major Business

2.5.3 IBM Customer Engagement Solutions Product and Solutions

2.5.4 IBM Customer Engagement Solutions Revenue, Gross Margin and Market Share (2019-2024)



- 2.5.5 IBM Recent Developments and Future Plans
- 2.6 Microsoft
  - 2.6.1 Microsoft Details
  - 2.6.2 Microsoft Major Business
  - 2.6.3 Microsoft Customer Engagement Solutions Product and Solutions
  - 2.6.4 Microsoft Customer Engagement Solutions Revenue, Gross Margin and Market Share (2019-2024)
  - 2.6.5 Microsoft Recent Developments and Future Plans
- 2.7 Nice Systems
  - 2.7.1 Nice Systems Details
  - 2.7.2 Nice Systems Major Business
  - 2.7.3 Nice Systems Customer Engagement Solutions Product and Solutions
  - 2.7.4 Nice Systems Customer Engagement Solutions Revenue, Gross Margin and Market Share (2019-2024)
  - 2.7.5 Nice Systems Recent Developments and Future Plans
- 2.8 Nuance Communications
  - 2.8.1 Nuance Communications Details
  - 2.8.2 Nuance Communications Major Business
  - 2.8.3 Nuance Communications Customer Engagement Solutions Product and Solutions
  - 2.8.4 Nuance Communications Customer Engagement Solutions Revenue, Gross Margin and Market Share (2019-2024)
  - 2.8.5 Nuance Communications Recent Developments and Future Plans
- 2.9 Opentext
  - 2.9.1 Opentext Details
  - 2.9.2 Opentext Major Business
  - 2.9.3 Opentext Customer Engagement Solutions Product and Solutions
  - 2.9.4 Opentext Customer Engagement Solutions Revenue, Gross Margin and Market Share (2019-2024)
  - 2.9.5 Opentext Recent Developments and Future Plans
- 2.10 Oracle
  - 2.10.1 Oracle Details
  - 2.10.2 Oracle Major Business
  - 2.10.3 Oracle Customer Engagement Solutions Product and Solutions
  - 2.10.4 Oracle Customer Engagement Solutions Revenue, Gross Margin and Market Share (2019-2024)
  - 2.10.5 Oracle Recent Developments and Future Plans
- 2.11 Pegasystems
  - 2.11.1 Pegasystems Details

- 2.11.2 Pegasystems Major Business
- 2.11.3 Pegasystems Customer Engagement Solutions Product and Solutions
- 2.11.4 Pegasystems Customer Engagement Solutions Revenue, Gross Margin and Market Share (2019-2024)
- 2.11.5 Pegasystems Recent Developments and Future Plans
- 2.12 Pitney Bowes
  - 2.12.1 Pitney Bowes Details
  - 2.12.2 Pitney Bowes Major Business
  - 2.12.3 Pitney Bowes Customer Engagement Solutions Product and Solutions
  - 2.12.4 Pitney Bowes Customer Engagement Solutions Revenue, Gross Margin and Market Share (2019-2024)
  - 2.12.5 Pitney Bowes Recent Developments and Future Plans
- 2.13 Salesforce
  - 2.13.1 Salesforce Details
  - 2.13.2 Salesforce Major Business
  - 2.13.3 Salesforce Customer Engagement Solutions Product and Solutions
  - 2.13.4 Salesforce Customer Engagement Solutions Revenue, Gross Margin and Market Share (2019-2024)
  - 2.13.5 Salesforce Recent Developments and Future Plans
- 2.14 SAP
  - 2.14.1 SAP Details
  - 2.14.2 SAP Major Business
  - 2.14.3 SAP Customer Engagement Solutions Product and Solutions
  - 2.14.4 SAP Customer Engagement Solutions Revenue, Gross Margin and Market Share (2019-2024)
  - 2.14.5 SAP Recent Developments and Future Plans
- 2.15 Servicenow
  - 2.15.1 Servicenow Details
  - 2.15.2 Servicenow Major Business
  - 2.15.3 Servicenow Customer Engagement Solutions Product and Solutions
  - 2.15.4 Servicenow Customer Engagement Solutions Revenue, Gross Margin and Market Share (2019-2024)
  - 2.15.5 Servicenow Recent Developments and Future Plans
- 2.16 Verint Systems
  - 2.16.1 Verint Systems Details
  - 2.16.2 Verint Systems Major Business
  - 2.16.3 Verint Systems Customer Engagement Solutions Product and Solutions
  - 2.16.4 Verint Systems Customer Engagement Solutions Revenue, Gross Margin and Market Share (2019-2024)

- 2.16.5 Verint Systems Recent Developments and Future Plans
- 2.17 Zendesk
  - 2.17.1 Zendesk Details
  - 2.17.2 Zendesk Major Business
  - 2.17.3 Zendesk Customer Engagement Solutions Product and Solutions
  - 2.17.4 Zendesk Customer Engagement Solutions Revenue, Gross Margin and Market Share (2019-2024)
  - 2.17.5 Zendesk Recent Developments and Future Plans
- 2.18 Egain Corporation
  - 2.18.1 Egain Corporation Details
  - 2.18.2 Egain Corporation Major Business
  - 2.18.3 Egain Corporation Customer Engagement Solutions Product and Solutions
  - 2.18.4 Egain Corporation Customer Engagement Solutions Revenue, Gross Margin and Market Share (2019-2024)
  - 2.18.5 Egain Corporation Recent Developments and Future Plans
- 2.19 Bpmonline
  - 2.19.1 Bpmonline Details
  - 2.19.2 Bpmonline Major Business
  - 2.19.3 Bpmonline Customer Engagement Solutions Product and Solutions
  - 2.19.4 Bpmonline Customer Engagement Solutions Revenue, Gross Margin and Market Share (2019-2024)
  - 2.19.5 Bpmonline Recent Developments and Future Plans
- 2.20 Crmnext
  - 2.20.1 Crmnext Details
  - 2.20.2 Crmnext Major Business
  - 2.20.3 Crmnext Customer Engagement Solutions Product and Solutions
  - 2.20.4 Crmnext Customer Engagement Solutions Revenue, Gross Margin and Market Share (2019-2024)
  - 2.20.5 Crmnext Recent Developments and Future Plans
- 2.21 Eptica
  - 2.21.1 Eptica Details
  - 2.21.2 Eptica Major Business
  - 2.21.3 Eptica Customer Engagement Solutions Product and Solutions
  - 2.21.4 Eptica Customer Engagement Solutions Revenue, Gross Margin and Market Share (2019-2024)
  - 2.21.5 Eptica Recent Developments and Future Plans
- 2.22 Freshworks
  - 2.22.1 Freshworks Details
  - 2.22.2 Freshworks Major Business

- 2.22.3 Freshworks Customer Engagement Solutions Product and Solutions
- 2.22.4 Freshworks Customer Engagement Solutions Revenue, Gross Margin and Market Share (2019-2024)
- 2.22.5 Freshworks Recent Developments and Future Plans
- 2.23 Ifs-Mplsistemas
  - 2.23.1 Ifs-Mplsistemas Details
  - 2.23.2 Ifs-Mplsistemas Major Business
  - 2.23.3 Ifs-Mplsistemas Customer Engagement Solutions Product and Solutions
  - 2.23.4 Ifs-Mplsistemas Customer Engagement Solutions Revenue, Gross Margin and Market Share (2019-2024)
  - 2.23.5 Ifs-Mplsistemas Recent Developments and Future Plans
- 2.24 Lithium Technologies
  - 2.24.1 Lithium Technologies Details
  - 2.24.2 Lithium Technologies Major Business
  - 2.24.3 Lithium Technologies Customer Engagement Solutions Product and Solutions
  - 2.24.4 Lithium Technologies Customer Engagement Solutions Revenue, Gross Margin and Market Share (2019-2024)
  - 2.24.5 Lithium Technologies Recent Developments and Future Plans
- 2.25 Sugarcrm
  - 2.25.1 Sugarcrm Details
  - 2.25.2 Sugarcrm Major Business
  - 2.25.3 Sugarcrm Customer Engagement Solutions Product and Solutions
  - 2.25.4 Sugarcrm Customer Engagement Solutions Revenue, Gross Margin and Market Share (2019-2024)
  - 2.25.5 Sugarcrm Recent Developments and Future Plans

### **3 MARKET COMPETITION, BY PLAYERS**

- 3.1 Global Customer Engagement Solutions Revenue and Share by Players (2019-2024)
- 3.2 Market Share Analysis (2023)
  - 3.2.1 Market Share of Customer Engagement Solutions by Company Revenue
  - 3.2.2 Top 3 Customer Engagement Solutions Players Market Share in 2023
  - 3.2.3 Top 6 Customer Engagement Solutions Players Market Share in 2023
- 3.3 Customer Engagement Solutions Market: Overall Company Footprint Analysis
  - 3.3.1 Customer Engagement Solutions Market: Region Footprint
  - 3.3.2 Customer Engagement Solutions Market: Company Product Type Footprint
  - 3.3.3 Customer Engagement Solutions Market: Company Product Application Footprint

- 3.4 New Market Entrants and Barriers to Market Entry
- 3.5 Mergers, Acquisition, Agreements, and Collaborations

## **4 MARKET SIZE SEGMENT BY TYPE**

- 4.1 Global Customer Engagement Solutions Consumption Value and Market Share by Type (2019-2024)
- 4.2 Global Customer Engagement Solutions Market Forecast by Type (2025-2030)

## **5 MARKET SIZE SEGMENT BY APPLICATION**

- 5.1 Global Customer Engagement Solutions Consumption Value Market Share by Application (2019-2024)
- 5.2 Global Customer Engagement Solutions Market Forecast by Application (2025-2030)

## **6 NORTH AMERICA**

- 6.1 North America Customer Engagement Solutions Consumption Value by Type (2019-2030)
- 6.2 North America Customer Engagement Solutions Consumption Value by Application (2019-2030)
- 6.3 North America Customer Engagement Solutions Market Size by Country
  - 6.3.1 North America Customer Engagement Solutions Consumption Value by Country (2019-2030)
  - 6.3.2 United States Customer Engagement Solutions Market Size and Forecast (2019-2030)
  - 6.3.3 Canada Customer Engagement Solutions Market Size and Forecast (2019-2030)
  - 6.3.4 Mexico Customer Engagement Solutions Market Size and Forecast (2019-2030)

## **7 EUROPE**

- 7.1 Europe Customer Engagement Solutions Consumption Value by Type (2019-2030)
- 7.2 Europe Customer Engagement Solutions Consumption Value by Application (2019-2030)
- 7.3 Europe Customer Engagement Solutions Market Size by Country
  - 7.3.1 Europe Customer Engagement Solutions Consumption Value by Country (2019-2030)
  - 7.3.2 Germany Customer Engagement Solutions Market Size and Forecast

(2019-2030)

7.3.3 France Customer Engagement Solutions Market Size and Forecast (2019-2030)

7.3.4 United Kingdom Customer Engagement Solutions Market Size and Forecast  
(2019-2030)

7.3.5 Russia Customer Engagement Solutions Market Size and Forecast (2019-2030)

7.3.6 Italy Customer Engagement Solutions Market Size and Forecast (2019-2030)

## **8 ASIA-PACIFIC**

8.1 Asia-Pacific Customer Engagement Solutions Consumption Value by Type  
(2019-2030)

8.2 Asia-Pacific Customer Engagement Solutions Consumption Value by Application  
(2019-2030)

8.3 Asia-Pacific Customer Engagement Solutions Market Size by Region

8.3.1 Asia-Pacific Customer Engagement Solutions Consumption Value by Region  
(2019-2030)

8.3.2 China Customer Engagement Solutions Market Size and Forecast (2019-2030)

8.3.3 Japan Customer Engagement Solutions Market Size and Forecast (2019-2030)

8.3.4 South Korea Customer Engagement Solutions Market Size and Forecast  
(2019-2030)

8.3.5 India Customer Engagement Solutions Market Size and Forecast (2019-2030)

8.3.6 Southeast Asia Customer Engagement Solutions Market Size and Forecast  
(2019-2030)

8.3.7 Australia Customer Engagement Solutions Market Size and Forecast  
(2019-2030)

## **9 SOUTH AMERICA**

9.1 South America Customer Engagement Solutions Consumption Value by Type  
(2019-2030)

9.2 South America Customer Engagement Solutions Consumption Value by Application  
(2019-2030)

9.3 South America Customer Engagement Solutions Market Size by Country

9.3.1 South America Customer Engagement Solutions Consumption Value by Country  
(2019-2030)

9.3.2 Brazil Customer Engagement Solutions Market Size and Forecast (2019-2030)

9.3.3 Argentina Customer Engagement Solutions Market Size and Forecast  
(2019-2030)

## **10 MIDDLE EAST & AFRICA**

10.1 Middle East & Africa Customer Engagement Solutions Consumption Value by Type (2019-2030)

10.2 Middle East & Africa Customer Engagement Solutions Consumption Value by Application (2019-2030)

10.3 Middle East & Africa Customer Engagement Solutions Market Size by Country

10.3.1 Middle East & Africa Customer Engagement Solutions Consumption Value by Country (2019-2030)

10.3.2 Turkey Customer Engagement Solutions Market Size and Forecast (2019-2030)

10.3.3 Saudi Arabia Customer Engagement Solutions Market Size and Forecast (2019-2030)

10.3.4 UAE Customer Engagement Solutions Market Size and Forecast (2019-2030)

## **11 MARKET DYNAMICS**

11.1 Customer Engagement Solutions Market Drivers

11.2 Customer Engagement Solutions Market Restraints

11.3 Customer Engagement Solutions Trends Analysis

11.4 Porters Five Forces Analysis

11.4.1 Threat of New Entrants

11.4.2 Bargaining Power of Suppliers

11.4.3 Bargaining Power of Buyers

11.4.4 Threat of Substitutes

11.4.5 Competitive Rivalry

## **12 INDUSTRY CHAIN ANALYSIS**

12.1 Customer Engagement Solutions Industry Chain

12.2 Customer Engagement Solutions Upstream Analysis

12.3 Customer Engagement Solutions Midstream Analysis

12.4 Customer Engagement Solutions Downstream Analysis

## **13 RESEARCH FINDINGS AND CONCLUSION**

## **14 APPENDIX**

14.1 Methodology

14.2 Research Process and Data Source

14.3 Disclaimer



## List Of Tables

### LIST OF TABLES

Table 1. Global Customer Engagement Solutions Consumption Value by Type, (USD Million), 2019 & 2023 & 2030

Table 2. Global Customer Engagement Solutions Consumption Value by Application, (USD Million), 2019 & 2023 & 2030

Table 3. Global Customer Engagement Solutions Consumption Value by Region (2019-2024) & (USD Million)

Table 4. Global Customer Engagement Solutions Consumption Value by Region (2025-2030) & (USD Million)

Table 5. Avaya Company Information, Head Office, and Major Competitors

Table 6. Avaya Major Business

Table 7. Avaya Customer Engagement Solutions Product and Solutions

Table 8. Avaya Customer Engagement Solutions Revenue (USD Million), Gross Margin and Market Share (2019-2024)

Table 9. Avaya Recent Developments and Future Plans

Table 10. Aspect Software Company Information, Head Office, and Major Competitors

Table 11. Aspect Software Major Business

Table 12. Aspect Software Customer Engagement Solutions Product and Solutions

Table 13. Aspect Software Customer Engagement Solutions Revenue (USD Million), Gross Margin and Market Share (2019-2024)

Table 14. Aspect Software Recent Developments and Future Plans

Table 15. Calabrio Company Information, Head Office, and Major Competitors

Table 16. Calabrio Major Business

Table 17. Calabrio Customer Engagement Solutions Product and Solutions

Table 18. Calabrio Customer Engagement Solutions Revenue (USD Million), Gross Margin and Market Share (2019-2024)

Table 19. Calabrio Recent Developments and Future Plans

Table 20. Genesys Company Information, Head Office, and Major Competitors

Table 21. Genesys Major Business

Table 22. Genesys Customer Engagement Solutions Product and Solutions

Table 23. Genesys Customer Engagement Solutions Revenue (USD Million), Gross Margin and Market Share (2019-2024)

Table 24. Genesys Recent Developments and Future Plans

Table 25. IBM Company Information, Head Office, and Major Competitors

Table 26. IBM Major Business

Table 27. IBM Customer Engagement Solutions Product and Solutions

Table 28. IBM Customer Engagement Solutions Revenue (USD Million), Gross Margin and Market Share (2019-2024)

Table 29. IBM Recent Developments and Future Plans

Table 30. Microsoft Company Information, Head Office, and Major Competitors

Table 31. Microsoft Major Business

Table 32. Microsoft Customer Engagement Solutions Product and Solutions

Table 33. Microsoft Customer Engagement Solutions Revenue (USD Million), Gross Margin and Market Share (2019-2024)

Table 34. Microsoft Recent Developments and Future Plans

Table 35. Nice Systems Company Information, Head Office, and Major Competitors

Table 36. Nice Systems Major Business

Table 37. Nice Systems Customer Engagement Solutions Product and Solutions

Table 38. Nice Systems Customer Engagement Solutions Revenue (USD Million), Gross Margin and Market Share (2019-2024)

Table 39. Nice Systems Recent Developments and Future Plans

Table 40. Nuance Communications Company Information, Head Office, and Major Competitors

Table 41. Nuance Communications Major Business

Table 42. Nuance Communications Customer Engagement Solutions Product and Solutions

Table 43. Nuance Communications Customer Engagement Solutions Revenue (USD Million), Gross Margin and Market Share (2019-2024)

Table 44. Nuance Communications Recent Developments and Future Plans

Table 45. Opentext Company Information, Head Office, and Major Competitors

Table 46. Opentext Major Business

Table 47. Opentext Customer Engagement Solutions Product and Solutions

Table 48. Opentext Customer Engagement Solutions Revenue (USD Million), Gross Margin and Market Share (2019-2024)

Table 49. Opentext Recent Developments and Future Plans

Table 50. Oracle Company Information, Head Office, and Major Competitors

Table 51. Oracle Major Business

Table 52. Oracle Customer Engagement Solutions Product and Solutions

Table 53. Oracle Customer Engagement Solutions Revenue (USD Million), Gross Margin and Market Share (2019-2024)

Table 54. Oracle Recent Developments and Future Plans

Table 55. Pegasystems Company Information, Head Office, and Major Competitors

Table 56. Pegasystems Major Business

Table 57. Pegasystems Customer Engagement Solutions Product and Solutions

Table 58. Pegasystems Customer Engagement Solutions Revenue (USD Million),

Gross Margin and Market Share (2019-2024)

Table 59. Pegasystems Recent Developments and Future Plans

Table 60. Pitney Bowes Company Information, Head Office, and Major Competitors

Table 61. Pitney Bowes Major Business

Table 62. Pitney Bowes Customer Engagement Solutions Product and Solutions

Table 63. Pitney Bowes Customer Engagement Solutions Revenue (USD Million),  
Gross Margin and Market Share (2019-2024)

Table 64. Pitney Bowes Recent Developments and Future Plans

Table 65. Salesforce Company Information, Head Office, and Major Competitors

Table 66. Salesforce Major Business

Table 67. Salesforce Customer Engagement Solutions Product and Solutions

Table 68. Salesforce Customer Engagement Solutions Revenue (USD Million), Gross  
Margin and Market Share (2019-2024)

Table 69. Salesforce Recent Developments and Future Plans

Table 70. SAP Company Information, Head Office, and Major Competitors

Table 71. SAP Major Business

Table 72. SAP Customer Engagement Solutions Product and Solutions

Table 73. SAP Customer Engagement Solutions Revenue (USD Million), Gross Margin  
and Market Share (2019-2024)

Table 74. SAP Recent Developments and Future Plans

Table 75. Servicenow Company Information, Head Office, and Major Competitors

Table 76. Servicenow Major Business

Table 77. Servicenow Customer Engagement Solutions Product and Solutions

Table 78. Servicenow Customer Engagement Solutions Revenue (USD Million), Gross  
Margin and Market Share (2019-2024)

Table 79. Servicenow Recent Developments and Future Plans

Table 80. Verint Systems Company Information, Head Office, and Major Competitors

Table 81. Verint Systems Major Business

Table 82. Verint Systems Customer Engagement Solutions Product and Solutions

Table 83. Verint Systems Customer Engagement Solutions Revenue (USD Million),  
Gross Margin and Market Share (2019-2024)

Table 84. Verint Systems Recent Developments and Future Plans

Table 85. Zendesk Company Information, Head Office, and Major Competitors

Table 86. Zendesk Major Business

Table 87. Zendesk Customer Engagement Solutions Product and Solutions

Table 88. Zendesk Customer Engagement Solutions Revenue (USD Million), Gross  
Margin and Market Share (2019-2024)

Table 89. Zendesk Recent Developments and Future Plans

Table 90. Egain Corporation Company Information, Head Office, and Major Competitors

- Table 91. Egain Corporation Major Business
- Table 92. Egain Corporation Customer Engagement Solutions Product and Solutions
- Table 93. Egain Corporation Customer Engagement Solutions Revenue (USD Million), Gross Margin and Market Share (2019-2024)
- Table 94. Egain Corporation Recent Developments and Future Plans
- Table 95. Bpmonline Company Information, Head Office, and Major Competitors
- Table 96. Bpmonline Major Business
- Table 97. Bpmonline Customer Engagement Solutions Product and Solutions
- Table 98. Bpmonline Customer Engagement Solutions Revenue (USD Million), Gross Margin and Market Share (2019-2024)
- Table 99. Bpmonline Recent Developments and Future Plans
- Table 100. Crmnext Company Information, Head Office, and Major Competitors
- Table 101. Crmnext Major Business
- Table 102. Crmnext Customer Engagement Solutions Product and Solutions
- Table 103. Crmnext Customer Engagement Solutions Revenue (USD Million), Gross Margin and Market Share (2019-2024)
- Table 104. Crmnext Recent Developments and Future Plans
- Table 105. Eptica Company Information, Head Office, and Major Competitors
- Table 106. Eptica Major Business
- Table 107. Eptica Customer Engagement Solutions Product and Solutions
- Table 108. Eptica Customer Engagement Solutions Revenue (USD Million), Gross Margin and Market Share (2019-2024)
- Table 109. Eptica Recent Developments and Future Plans
- Table 110. Freshworks Company Information, Head Office, and Major Competitors
- Table 111. Freshworks Major Business
- Table 112. Freshworks Customer Engagement Solutions Product and Solutions
- Table 113. Freshworks Customer Engagement Solutions Revenue (USD Million), Gross Margin and Market Share (2019-2024)
- Table 114. Freshworks Recent Developments and Future Plans
- Table 115. Ifs-MplsysteMS Company Information, Head Office, and Major Competitors
- Table 116. Ifs-MplsysteMS Major Business
- Table 117. Ifs-MplsysteMS Customer Engagement Solutions Product and Solutions
- Table 118. Ifs-MplsysteMS Customer Engagement Solutions Revenue (USD Million), Gross Margin and Market Share (2019-2024)
- Table 119. Ifs-MplsysteMS Recent Developments and Future Plans
- Table 120. Lithium Technologies Company Information, Head Office, and Major Competitors
- Table 121. Lithium Technologies Major Business
- Table 122. Lithium Technologies Customer Engagement Solutions Product and

## Solutions

Table 123. Lithium Technologies Customer Engagement Solutions Revenue (USD Million), Gross Margin and Market Share (2019-2024)

Table 124. Lithium Technologies Recent Developments and Future Plans

Table 125. Sugarcrm Company Information, Head Office, and Major Competitors

Table 126. Sugarcrm Major Business

Table 127. Sugarcrm Customer Engagement Solutions Product and Solutions

Table 128. Sugarcrm Customer Engagement Solutions Revenue (USD Million), Gross Margin and Market Share (2019-2024)

Table 129. Sugarcrm Recent Developments and Future Plans

Table 130. Global Customer Engagement Solutions Revenue (USD Million) by Players (2019-2024)

Table 131. Global Customer Engagement Solutions Revenue Share by Players (2019-2024)

Table 132. Breakdown of Customer Engagement Solutions by Company Type (Tier 1, Tier 2, and Tier 3)

Table 133. Market Position of Players in Customer Engagement Solutions, (Tier 1, Tier 2, and Tier 3), Based on Revenue in 2023

Table 134. Head Office of Key Customer Engagement Solutions Players

Table 135. Customer Engagement Solutions Market: Company Product Type Footprint

Table 136. Customer Engagement Solutions Market: Company Product Application Footprint

Table 137. Customer Engagement Solutions New Market Entrants and Barriers to Market Entry

Table 138. Customer Engagement Solutions Mergers, Acquisition, Agreements, and Collaborations

Table 139. Global Customer Engagement Solutions Consumption Value (USD Million) by Type (2019-2024)

Table 140. Global Customer Engagement Solutions Consumption Value Share by Type (2019-2024)

Table 141. Global Customer Engagement Solutions Consumption Value Forecast by Type (2025-2030)

Table 142. Global Customer Engagement Solutions Consumption Value by Application (2019-2024)

Table 143. Global Customer Engagement Solutions Consumption Value Forecast by Application (2025-2030)

Table 144. North America Customer Engagement Solutions Consumption Value by Type (2019-2024) & (USD Million)

Table 145. North America Customer Engagement Solutions Consumption Value by

Type (2025-2030) & (USD Million)

Table 146. North America Customer Engagement Solutions Consumption Value by Application (2019-2024) & (USD Million)

Table 147. North America Customer Engagement Solutions Consumption Value by Application (2025-2030) & (USD Million)

Table 148. North America Customer Engagement Solutions Consumption Value by Country (2019-2024) & (USD Million)

Table 149. North America Customer Engagement Solutions Consumption Value by Country (2025-2030) & (USD Million)

Table 150. Europe Customer Engagement Solutions Consumption Value by Type (2019-2024) & (USD Million)

Table 151. Europe Customer Engagement Solutions Consumption Value by Type (2025-2030) & (USD Million)

Table 152. Europe Customer Engagement Solutions Consumption Value by Application (2019-2024) & (USD Million)

Table 153. Europe Customer Engagement Solutions Consumption Value by Application (2025-2030) & (USD Million)

Table 154. Europe Customer Engagement Solutions Consumption Value by Country (2019-2024) & (USD Million)

Table 155. Europe Customer Engagement Solutions Consumption Value by Country (2025-2030) & (USD Million)

Table 156. Asia-Pacific Customer Engagement Solutions Consumption Value by Type (2019-2024) & (USD Million)

Table 157. Asia-Pacific Customer Engagement Solutions Consumption Value by Type (2025-2030) & (USD Million)

Table 158. Asia-Pacific Customer Engagement Solutions Consumption Value by Application (2019-2024) & (USD Million)

Table 159. Asia-Pacific Customer Engagement Solutions Consumption Value by Application (2025-2030) & (USD Million)

Table 160. Asia-Pacific Customer Engagement Solutions Consumption Value by Region (2019-2024) & (USD Million)

Table 161. Asia-Pacific Customer Engagement Solutions Consumption Value by Region (2025-2030) & (USD Million)

Table 162. South America Customer Engagement Solutions Consumption Value by Type (2019-2024) & (USD Million)

Table 163. South America Customer Engagement Solutions Consumption Value by Type (2025-2030) & (USD Million)

Table 164. South America Customer Engagement Solutions Consumption Value by Application (2019-2024) & (USD Million)

Table 165. South America Customer Engagement Solutions Consumption Value by Application (2025-2030) & (USD Million)

Table 166. South America Customer Engagement Solutions Consumption Value by Country (2019-2024) & (USD Million)

Table 167. South America Customer Engagement Solutions Consumption Value by Country (2025-2030) & (USD Million)

Table 168. Middle East & Africa Customer Engagement Solutions Consumption Value by Type (2019-2024) & (USD Million)

Table 169. Middle East & Africa Customer Engagement Solutions Consumption Value by Type (2025-2030) & (USD Million)

Table 170. Middle East & Africa Customer Engagement Solutions Consumption Value by Application (2019-2024) & (USD Million)

Table 171. Middle East & Africa Customer Engagement Solutions Consumption Value by Application (2025-2030) & (USD Million)

Table 172. Middle East & Africa Customer Engagement Solutions Consumption Value by Country (2019-2024) & (USD Million)

Table 173. Middle East & Africa Customer Engagement Solutions Consumption Value by Country (2025-2030) & (USD Million)

Table 174. Customer Engagement Solutions Raw Material

Table 175. Key Suppliers of Customer Engagement Solutions Raw Materials

## List Of Figures

### LIST OF FIGURES

Figure 1. Customer Engagement Solutions Picture

Figure 2. Global Customer Engagement Solutions Consumption Value by Type, (USD Million), 2019 & 2023 & 2030

Figure 3. Global Customer Engagement Solutions Consumption Value Market Share by Type in 2023

Figure 4. Omnichannel

Figure 5. Workforce Optimization

Figure 6. Robotic Process Automation

Figure 7. Analytics & Reporting

Figure 8. Global Customer Engagement Solutions Consumption Value by Type, (USD Million), 2019 & 2023 & 2030

Figure 9. Customer Engagement Solutions Consumption Value Market Share by Application in 2023

Figure 10. BFSI Picture

Figure 11. Consumer Goods & Retail Picture

Figure 12. Telecommunication Picture

Figure 13. Healthcare & Life Sciences Picture

Figure 14. Automotive & Transportation Picture

Figure 15. Media & Entertainment Picture

Figure 16. Travel & Hospitality Picture

Figure 17. Manufacturing Picture

Figure 18. Others Picture

Figure 19. Global Customer Engagement Solutions Consumption Value, (USD Million): 2019 & 2023 & 2030

Figure 20. Global Customer Engagement Solutions Consumption Value and Forecast (2019-2030) & (USD Million)

Figure 21. Global Market Customer Engagement Solutions Consumption Value (USD Million) Comparison by Region (2019 & 2023 & 2030)

Figure 22. Global Customer Engagement Solutions Consumption Value Market Share by Region (2019-2030)

Figure 23. Global Customer Engagement Solutions Consumption Value Market Share by Region in 2023

Figure 24. North America Customer Engagement Solutions Consumption Value (2019-2030) & (USD Million)

Figure 25. Europe Customer Engagement Solutions Consumption Value (2019-2030) &



(USD Million)

Figure 26. Asia-Pacific Customer Engagement Solutions Consumption Value (2019-2030) & (USD Million)

Figure 27. South America Customer Engagement Solutions Consumption Value (2019-2030) & (USD Million)

Figure 28. Middle East and Africa Customer Engagement Solutions Consumption Value (2019-2030) & (USD Million)

Figure 29. Global Customer Engagement Solutions Revenue Share by Players in 2023

Figure 30. Customer Engagement Solutions Market Share by Company Type (Tier 1, Tier 2 and Tier 3) in 2023

Figure 31. Global Top 3 Players Customer Engagement Solutions Market Share in 2023

Figure 32. Global Top 6 Players Customer Engagement Solutions Market Share in 2023

Figure 33. Global Customer Engagement Solutions Consumption Value Share by Type (2019-2024)

Figure 34. Global Customer Engagement Solutions Market Share Forecast by Type (2025-2030)

Figure 35. Global Customer Engagement Solutions Consumption Value Share by Application (2019-2024)

Figure 36. Global Customer Engagement Solutions Market Share Forecast by Application (2025-2030)

Figure 37. North America Customer Engagement Solutions Consumption Value Market Share by Type (2019-2030)

Figure 38. North America Customer Engagement Solutions Consumption Value Market Share by Application (2019-2030)

Figure 39. North America Customer Engagement Solutions Consumption Value Market Share by Country (2019-2030)

Figure 40. United States Customer Engagement Solutions Consumption Value (2019-2030) & (USD Million)

Figure 41. Canada Customer Engagement Solutions Consumption Value (2019-2030) & (USD Million)

Figure 42. Mexico Customer Engagement Solutions Consumption Value (2019-2030) & (USD Million)

Figure 43. Europe Customer Engagement Solutions Consumption Value Market Share by Type (2019-2030)

Figure 44. Europe Customer Engagement Solutions Consumption Value Market Share by Application (2019-2030)

Figure 45. Europe Customer Engagement Solutions Consumption Value Market Share by Country (2019-2030)

Figure 46. Germany Customer Engagement Solutions Consumption Value (2019-2030)

& (USD Million)

Figure 47. France Customer Engagement Solutions Consumption Value (2019-2030) & (USD Million)

Figure 48. United Kingdom Customer Engagement Solutions Consumption Value (2019-2030) & (USD Million)

Figure 49. Russia Customer Engagement Solutions Consumption Value (2019-2030) & (USD Million)

Figure 50. Italy Customer Engagement Solutions Consumption Value (2019-2030) & (USD Million)

Figure 51. Asia-Pacific Customer Engagement Solutions Consumption Value Market Share by Type (2019-2030)

Figure 52. Asia-Pacific Customer Engagement Solutions Consumption Value Market Share by Application (2019-2030)

Figure 53. Asia-Pacific Customer Engagement Solutions Consumption Value Market Share by Region (2019-2030)

Figure 54. China Customer Engagement Solutions Consumption Value (2019-2030) & (USD Million)

Figure 55. Japan Customer Engagement Solutions Consumption Value (2019-2030) & (USD Million)

Figure 56. South Korea Customer Engagement Solutions Consumption Value (2019-2030) & (USD Million)

Figure 57. India Customer Engagement Solutions Consumption Value (2019-2030) & (USD Million)

Figure 58. Southeast Asia Customer Engagement Solutions Consumption Value (2019-2030) & (USD Million)

Figure 59. Australia Customer Engagement Solutions Consumption Value (2019-2030) & (USD Million)

Figure 60. South America Customer Engagement Solutions Consumption Value Market Share by Type (2019-2030)

Figure 61. South America Customer Engagement Solutions Consumption Value Market Share by Application (2019-2030)

Figure 62. South America Customer Engagement Solutions Consumption Value Market Share by Country (2019-2030)

Figure 63. Brazil Customer Engagement Solutions Consumption Value (2019-2030) & (USD Million)

Figure 64. Argentina Customer Engagement Solutions Consumption Value (2019-2030) & (USD Million)

Figure 65. Middle East and Africa Customer Engagement Solutions Consumption Value Market Share by Type (2019-2030)

Figure 66. Middle East and Africa Customer Engagement Solutions Consumption Value Market Share by Application (2019-2030)

Figure 67. Middle East and Africa Customer Engagement Solutions Consumption Value Market Share by Country (2019-2030)

Figure 68. Turkey Customer Engagement Solutions Consumption Value (2019-2030) & (USD Million)

Figure 69. Saudi Arabia Customer Engagement Solutions Consumption Value (2019-2030) & (USD Million)

Figure 70. UAE Customer Engagement Solutions Consumption Value (2019-2030) & (USD Million)

Figure 71. Customer Engagement Solutions Market Drivers

Figure 72. Customer Engagement Solutions Market Restraints

Figure 73. Customer Engagement Solutions Market Trends

Figure 74. Porters Five Forces Analysis

Figure 75. Manufacturing Cost Structure Analysis of Customer Engagement Solutions in 2023

Figure 76. Manufacturing Process Analysis of Customer Engagement Solutions

Figure 77. Customer Engagement Solutions Industrial Chain

Figure 78. Methodology

Figure 79. Research Process and Data Source

## I would like to order

Product name: Global Customer Engagement Solutions Market 2024 by Company, Regions, Type and Application, Forecast to 2030

Product link: <https://marketpublishers.com/r/G971A6EE92F5EN.html>

Price: US\$ 3,480.00 (Single User License / Electronic Delivery)

If you want to order Corporate License or Hard Copy, please, contact our Customer Service:

[info@marketpublishers.com](mailto:info@marketpublishers.com)

## Payment

To pay by Credit Card (Visa, MasterCard, American Express, PayPal), please, click button on product page <https://marketpublishers.com/r/G971A6EE92F5EN.html>

To pay by Wire Transfer, please, fill in your contact details in the form below:

First name:  
Last name:  
Email:  
Company:  
Address:  
City:  
Zip code:  
Country:  
Tel:  
Fax:  
Your message:

**\*\*All fields are required**

Customer signature \_\_\_\_\_

Please, note that by ordering from marketpublishers.com you are agreeing to our Terms & Conditions at <https://marketpublishers.com/docs/terms.html>

To place an order via fax simply print this form, fill in the information below and fax the completed form to +44 20 7900 3970

