

# Global Customer Experience Monitoring Market 2018 by Manufacturers, Countries, Type and Application, Forecast to 2023

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## Abstracts

Customer Experience software (also known as CXM or CEM) helps to collect, organize and track customer feedback, both positive and negative.

### SCOPE OF THE REPORT:

This report studies the Customer Experience Monitoring 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 Experience Monitoring market by product type and applications/end industries.

The usage of mobile and social media touch points is increasing rapidly for sharing views and ideas. In order to get globally connected, companies must frequently monitor these touch points and follow up with their customers by understanding their needs and wants for improving customer loyalty and experience. In the competitive world, leading companies will be focusing on customer-centric approach rather than company-centric approach. Toward this, enterprises will be adapting newer ways to connect customers with organizations for regular feedback.

The global Customer Experience Monitoring 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 Experience Monitoring.

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

RADCOM Ltd. (Israel)

Aternity, Inc. (US)

Oracle Corporation (US)

RadioOpt GmbH (Germany)

BMC Software, Inc. (US)

CA Technologies, Inc. (US)

Comarch SA (Poland)

Riverbed Technology, Inc. (US)

Compuware Corporation (US)

CorrelSense, Inc. (US)

Nokia Siemens Networks Oy (Finland)

Dominion Digital, Inc. (US)

Huawei Technologies Co., Ltd. (China)

IBM (US)

Inforonics Global Services, LLC (US)

Knoa Software, Inc. (US)

KoHorts IT Services, LLC (US)

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

PC Terminal

Mobile Terminal

Market Segment by Applications, can be divided into

Retail

Bank & Finance Institution

Hospital

Others

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