

# Global E-commerce Call Center Outsourcing Supply, Demand and Key Producers, 2026-2032

<https://marketpublishers.com/r/GB633A8FA487EN.html>

Date: May 2026

Pages: 124

Price: US\$ 4,480.00 (Single User License)

ID: GB633A8FA487EN

## Abstracts

The global E-commerce Call Center Outsourcing market size is expected to reach \$ 15500 million by 2032, rising at a market growth of 7.0% CAGR during the forecast period (2026-2032).

E-commerce call center outsourcing refers to a business model where e-commerce companies entrust customer communication and service functions?such as customer service, pre-sales consultation, order processing, after-sales support, complaint handling, and technical support?that they originally operated themselves to professional third-party call centers or customer experience service providers. These outsourced services typically interact with consumers through multiple channels, including telephone, online chat, email, social media, and AI-powered customer service. The outsourcing service provider is responsible for staff recruitment and training, customer service systems, quality management, and operational optimization, thereby helping e-commerce companies reduce operating costs, improve service efficiency, achieve 24/7 multilingual customer support, and focus on core businesses such as merchandise, supply chain, and marketing.

As the global e-commerce market continues to expand and consumers' demands for immediate response and high-quality customer experience continue to rise, e-commerce companies are increasingly inclined to outsource customer service operations to professional service providers to achieve lower costs, higher efficiency, and greater scalability. At the same time, the widespread adoption of AI-powered customer service, intelligent voice systems, automated ticketing systems, and omnichannel customer experience management (CX) technologies has upgraded call center outsourcing from traditional telephone customer service to 'digital customer experience operation services.' Against the backdrop of rapid growth in cross-border e-

commerce, DTC brands, platform e-commerce, and social e-commerce, enterprises have significantly increased their demand for multilingual, 24/7 customer service support, driving the continued expansion of outsourcing service demand. The industry is expected to see trends such as globalized delivery, AI+human collaboration, data-driven operations, and upgrades to high-value-added CX services. Therefore, e-commerce call center outsourcing is widely considered one of the fastest-growing and most stable segments in the BPO industry.

This report studies the global E-commerce Call Center Outsourcing demand, key companies, and key regions.

This report is a detailed and comprehensive analysis of the world market for E-commerce Call Center Outsourcing, and provides market size (US\$ million) and Year-over-Year (YoY) growth, considering 2025 as the base year. This report explores demand trends and competition, as well as details the characteristics of E-commerce Call Center Outsourcing that contribute to its increasing demand across many markets.

### **Highlights and key features of the study**

Global E-commerce Call Center Outsourcing total market, 2021-2032, (USD Million)

Global E-commerce Call Center Outsourcing total market by region & country, CAGR, 2021-2032, (USD Million)

U.S. VS China: E-commerce Call Center Outsourcing total market, key domestic companies, and share, (USD Million)

Global E-commerce Call Center Outsourcing revenue by player, revenue and market share 2021-2026, (USD Million)

Global E-commerce Call Center Outsourcing total market by Service Types, CAGR, 2021-2032, (USD Million)

Global E-commerce Call Center Outsourcing total market by Application, CAGR, 2021-2032, (USD Million)

This report profiles major players in the global E-commerce Call Center Outsourcing market based on the following parameters - company overview, revenue, gross margin, product portfolio, geographical presence, and key developments. Key companies covered as a part of this study include SupportYourApp, Helpware, SupportNinja, KDCI Outsourcing, OnBrand24, Ringly.io, Simply Contact, Fusion CX, Octopus Tech, Pexly, etc.

This report also provides key insights about market drivers, restraints, opportunities, new product launches or approvals.

Stakeholders would have ease in decision-making through various strategy matrices used in analyzing the world E-commerce Call Center Outsourcing market

**Detailed Segmentation:**

Each section contains quantitative market data including market by value (US\$ Millions), by player, by regions, by Service Types, and by Application. Data is given for the years 2021-2032 by year with 2025 as the base year, 2026 as the estimate year, and 2027-2032 as the forecast year.

**Global E-commerce Call Center Outsourcing Market, By Region:**

United States

China

Europe

Japan

South Korea

ASEAN

India

Rest of World

**Global E-commerce Call Center Outsourcing Market, Segmentation by Service Types:**

Pre-sales Service Outsourcing

Sales Service Outsourcing

After-sales Service Outsourcing

## Global E-commerce Call Center Outsourcing Market, Segmentation by Outsourcing Models:

Offshore Outsourcing

Nearshore Outsourcing

Onshore Outsourcing

## Global E-commerce Call Center Outsourcing Market, Segmentation by Application:

Comprehensive E-commerce Platform

Brand E-commerce

Cross-border E-commerce

Social E-commerce

Live-streaming E-commerce

Others

## Companies Profiled:

SupportYourApp

Helpware

SupportNinja

KDCI Outsourcing

OnBrand24

Ringly.io

Simply Contact

Fusion CX

Octopus Tech

Pexly

Unity Communications

HelpSquad BPO

Go4customer

Global Response

ASL BPO

#### Key Questions Answered

1. How big is the global E-commerce Call Center Outsourcing market?
2. What is the demand of the global E-commerce Call Center Outsourcing market?
3. What is the year over year growth of the global E-commerce Call Center Outsourcing market?
4. What is the total value of the global E-commerce Call Center Outsourcing market?
5. Who are the Major Players in the global E-commerce Call Center Outsourcing market?
6. What are the growth factors driving the market demand?

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