

# Global E-commerce Call Center Outsourcing Market 2026 by Company, Regions, Type and Application, Forecast to 2032

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## Abstracts

According to our (Global Info Research) latest study, the global E-commerce Call Center Outsourcing market size was valued at US\$ 9636 million in 2025 and is forecast to a readjusted size of US\$ 15500 million by 2032 with a CAGR of 7.0% during review period.

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 is a detailed and comprehensive analysis for global E-commerce Call Center Outsourcing market. Both quantitative and qualitative analyses are presented by company, by region & country, by Service Types and by Application. As the market is constantly changing, this report explores the competition, supply and demand trends, as well as key factors that contribute to its changing demands across many markets. Company profiles and product examples of selected competitors, along with market share estimates of some of the selected leaders for the year 2025, are provided.

### **Key Features:**

Global E-commerce Call Center Outsourcing market size and forecasts, in consumption value (\$ Million), 2021-2032

Global E-commerce Call Center Outsourcing market size and forecasts by region and country, in consumption value (\$ Million), 2021-2032

Global E-commerce Call Center Outsourcing market size and forecasts, by Service Types and by Application, in consumption value (\$ Million), 2021-2032

Global E-commerce Call Center Outsourcing market shares of main players, in revenue (\$ Million), 2021-2026

### **The Primary Objectives in This Report Are:**

To determine the size of the total market opportunity of global and key countries

To assess the growth potential for E-commerce Call Center Outsourcing

To forecast future growth in each product and end-use market

To assess competitive factors affecting the marketplace

This report profiles key 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.

#### Market segmentation

E-commerce Call Center Outsourcing market is split by Service Types and by Application. For the period 2021-2032, the growth among segments provides accurate calculations and forecasts for Consumption Value by Service Types and by Application. This analysis can help you expand your business by targeting qualified niche markets.

#### Market segment by Service Types

Pre-sales Service Outsourcing

Sales Service Outsourcing

After-sales Service Outsourcing

#### Market segment by Outsourcing Models

Offshore Outsourcing

Nearshore Outsourcing

Onshore Outsourcing

## Market segment by Application

Comprehensive E-commerce Platform

Brand E-commerce

Cross-border E-commerce

Social E-commerce

Live-streaming E-commerce

Others

## Market segment by players, this report covers

SupportYourApp

Helpware

SupportNinja

KDCI Outsourcing

OnBrand24

Ringly.io

Simply Contact

Fusion CX

Octopus Tech

Pexly

Unity Communications

HelpSquad BPO

Go4customer

Global Response

ASL BPO

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 and Rest of Asia-Pacific)

South America (Brazil, 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 E-commerce Call Center Outsourcing product scope, market overview, market estimation caveats and base year.

Chapter 2, to profile the top players of E-commerce Call Center Outsourcing, with revenue, gross margin, and global market share of E-commerce Call Center Outsourcing from 2021 to 2026.

Chapter 3, the E-commerce Call Center Outsourcing 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 Service Types and by Application, with consumption value and growth rate by Service Types, by Application, from 2021 to 2032.

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 2021 to 2026. and E-commerce Call Center Outsourcing market forecast, by regions, by Service Types and by Application, with consumption value, from 2027 to 2032.

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

Chapter 12, the key raw materials and key suppliers, and industry chain of E-commerce Call Center Outsourcing.

Chapter 13, to describe E-commerce Call Center Outsourcing research findings and conclusion.

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