

Global E-commerce Customer Support 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 Customer Support Outsourcing market size was valued at US\$ 63832 million in 2025 and is forecast to a readjusted size of US\$ 92248 million by 2032 with a CAGR of 5.5% during review period.

E-commerce customer support outsourcing refers to a business model where e-commerce companies entrust customer service functions such as pre-sales consultation, order inquiry, payment assistance, logistics tracking, returns and exchanges, after-sales service, complaint management, and social media interaction to professional third-party service providers. Service providers typically provide support to consumers through multiple channels including online chat, telephone, email, instant messaging tools, and social media, and leverage customer relationship management (CRM), ticket management systems, intelligent customer service, and data analytics tools to improve service efficiency and customer satisfaction. This model helps e-commerce companies reduce labor and operating costs, achieve 24/7 service coverage, multilingual support, and flexible business expansion, allowing companies to focus more on core businesses such as product development, brand building, and market expansion.

With the continued growth of global e-commerce transaction volume, the rapid expansion of cross-border e-commerce, and the increasing demands of consumers for immediate response and personalized services, the e-commerce customer support outsourcing industry is experiencing significant growth. More and more brands, platform sellers, and DTC companies are opting for outsourcing to obtain professional customer service resources, multilingual service capabilities, and global operational support to

improve customer experience and control operating costs. Meanwhile, the widespread application of technologies such as generative artificial intelligence, intelligent robots, automatic translation, speech recognition, and customer data analysis is driving the industry towards an 'AI + human service' collaborative model, improving service efficiency and quality. In the future, as the penetration rate of social e-commerce, live-streaming e-commerce, mobile e-commerce, and e-commerce in emerging markets further increases, customer service demand will continue to grow. The e-commerce customer support outsourcing market is expected to maintain a rapid growth rate and develop towards higher value-added directions such as omnichannel customer experience management, high-value customer operations, and data-driven services.

This report is a detailed and comprehensive analysis for global E-commerce Customer Support Outsourcing market. Both quantitative and qualitative analyses are presented by company, by region & country, by Type 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 Customer Support Outsourcing market size and forecasts, in consumption value (\$ Million), 2021-2032

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

Global E-commerce Customer Support Outsourcing market size and forecasts, by Type and by Application, in consumption value (\$ Million), 2021-2032

Global E-commerce Customer Support 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 Customer Support 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 Customer Support 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 Teleperformance, Concentrix, Alorica, TaskUs, TTEC, TELUS International, Conduent, Sutherland Global, Foundever, Majorel, etc.

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

Market segmentation

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

Market segment by Type

Telephone Customer Service Outsourcing

Online Customer Service Outsourcing

Email Customer Service Outsourcing

Other

Market segment by Business Scope

Pre-sales Consultation

Order Processing

After-sales Service

Market segment by Technology Maturity

Pure Human Customer Service Outsourcing

AI-Assisted Customer Service

Fully Automated AI Customer Service System

Market segment by Application

Comprehensive E-commerce Platform

Brand E-commerce

Social E-commerce

Others

Market segment by players, this report covers

Teleperformance

Concentrix

Alorica

TaskUs

TTEC

TELUS International

Conduent

Sutherland Global

Foundever

Majorel

Transcom

Arvato

Capita

WNS Global Services

Firstsource Solutions

Infosys BPM

iQor

Transcosmos

Bellsystem24

SCSK ServiceWare

LG Uplus Contact Center

iSoftStone

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-

Global E-commerce Customer Support Outsourcing Market 2026 by Company, Regions, Type and Application, Forecast...

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 Customer Support Outsourcing product scope, market overview, market estimation caveats and base year.

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

Chapter 3, the E-commerce Customer Support 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 Type and by Application, with consumption value and growth rate by Type, 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 Customer Support Outsourcing market forecast, by regions, by Type 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 Customer Support Outsourcing.

Chapter 13, to describe E-commerce Customer Support Outsourcing research findings and conclusion.

Contents

1 MARKET OVERVIEW

1.1 Product Overview and Scope

1.2 Market Estimation Caveats and Base Year

1.3 Classification of E-commerce Customer Support Outsourcing by Type

1.3.1 Overview: Global E-commerce Customer Support Outsourcing Market Size by Type: 2021 Versus 2025 Versus 2032

1.3.2 Global E-commerce Customer Support Outsourcing Consumption Value Market Share by Type in 2025

1.3.3 Telephone Customer Service Outsourcing

1.3.4 Online Customer Service Outsourcing

1.3.5 Email Customer Service Outsourcing

1.3.6 Other

1.4 Classification of E-commerce Customer Support Outsourcing by Business Scope

1.4.1 Overview: Global E-commerce Customer Support Outsourcing Market Size by Business Scope: 2021 Versus 2025 Versus 2032

1.4.2 Global E-commerce Customer Support Outsourcing Consumption Value Market Share by Business Scope in 2025

1.4.3 Pre-sales Consultation

1.4.4 Order Processing

1.4.5 After-sales Service

1.5 Classification of E-commerce Customer Support Outsourcing by Technology Maturity

1.5.1 Overview: Global E-commerce Customer Support Outsourcing Market Size by Technology Maturity: 2021 Versus 2025 Versus 2032

1.5.2 Global E-commerce Customer Support Outsourcing Consumption Value Market Share by Technology Maturity in 2025

1.5.3 Pure Human Customer Service Outsourcing

1.5.4 AI-Assisted Customer Service

1.5.5 Fully Automated AI Customer Service System

1.6 Global E-commerce Customer Support Outsourcing Market by Application

1.6.1 Overview: Global E-commerce Customer Support Outsourcing Market Size by Application: 2021 Versus 2025 Versus 2032

1.6.2 Comprehensive E-commerce Platform

1.6.3 Brand E-commerce

1.6.4 Social E-commerce

1.6.5 Others

1.7 Global E-commerce Customer Support Outsourcing Market Size & Forecast

1.8 Global E-commerce Customer Support Outsourcing Market Size and Forecast by Region

1.8.1 Global E-commerce Customer Support Outsourcing Market Size by Region: 2021 VS 2025 VS 2032

1.8.2 Global E-commerce Customer Support Outsourcing Market Size by Region, (2021-2032)

1.8.3 North America E-commerce Customer Support Outsourcing Market Size and Prospect (2021-2032)

1.8.4 Europe E-commerce Customer Support Outsourcing Market Size and Prospect (2021-2032)

1.8.5 Asia-Pacific E-commerce Customer Support Outsourcing Market Size and Prospect (2021-2032)

1.8.6 South America E-commerce Customer Support Outsourcing Market Size and Prospect (2021-2032)

1.8.7 Middle East & Africa E-commerce Customer Support Outsourcing Market Size and Prospect (2021-2032)

2 COMPANY PROFILES

2.1 Teleperformance

2.1.1 Teleperformance Details

2.1.2 Teleperformance Major Business

2.1.3 Teleperformance E-commerce Customer Support Outsourcing Product and Solutions

2.1.4 Teleperformance E-commerce Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026)

2.1.5 Teleperformance Recent Developments and Future Plans

2.2 Concentrix

2.2.1 Concentrix Details

2.2.2 Concentrix Major Business

2.2.3 Concentrix E-commerce Customer Support Outsourcing Product and Solutions

2.2.4 Concentrix E-commerce Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026)

2.2.5 Concentrix Recent Developments and Future Plans

2.3 Alorica

2.3.1 Alorica Details

2.3.2 Alorica Major Business

2.3.3 Alorica E-commerce Customer Support Outsourcing Product and Solutions

2.3.4 Alorica E-commerce Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026)

2.3.5 Alorica Recent Developments and Future Plans

2.4 TaskUs

2.4.1 TaskUs Details

2.4.2 TaskUs Major Business

2.4.3 TaskUs E-commerce Customer Support Outsourcing Product and Solutions

2.4.4 TaskUs E-commerce Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026)

2.4.5 TaskUs Recent Developments and Future Plans

2.5 TTEC

2.5.1 TTEC Details

2.5.2 TTEC Major Business

2.5.3 TTEC E-commerce Customer Support Outsourcing Product and Solutions

2.5.4 TTEC E-commerce Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026)

2.5.5 TTEC Recent Developments and Future Plans

2.6 TELUS International

2.6.1 TELUS International Details

2.6.2 TELUS International Major Business

2.6.3 TELUS International E-commerce Customer Support Outsourcing Product and Solutions

2.6.4 TELUS International E-commerce Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026)

2.6.5 TELUS International Recent Developments and Future Plans

2.7 Conduent

2.7.1 Conduent Details

2.7.2 Conduent Major Business

2.7.3 Conduent E-commerce Customer Support Outsourcing Product and Solutions

2.7.4 Conduent E-commerce Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026)

2.7.5 Conduent Recent Developments and Future Plans

2.8 Sutherland Global

2.8.1 Sutherland Global Details

2.8.2 Sutherland Global Major Business

2.8.3 Sutherland Global E-commerce Customer Support Outsourcing Product and Solutions

2.8.4 Sutherland Global E-commerce Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026)

2.8.5 Sutherland Global Recent Developments and Future Plans

2.9 Foundever

2.9.1 Foundever Details

2.9.2 Foundever Major Business

2.9.3 Foundever E-commerce Customer Support Outsourcing Product and Solutions

2.9.4 Foundever E-commerce Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026)

2.9.5 Foundever Recent Developments and Future Plans

2.10 Majorel

2.10.1 Majorel Details

2.10.2 Majorel Major Business

2.10.3 Majorel E-commerce Customer Support Outsourcing Product and Solutions

2.10.4 Majorel E-commerce Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026)

2.10.5 Majorel Recent Developments and Future Plans

2.11 Transcom

2.11.1 Transcom Details

2.11.2 Transcom Major Business

2.11.3 Transcom E-commerce Customer Support Outsourcing Product and Solutions

2.11.4 Transcom E-commerce Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026)

2.11.5 Transcom Recent Developments and Future Plans

2.12 Arvato

2.12.1 Arvato Details

2.12.2 Arvato Major Business

2.12.3 Arvato E-commerce Customer Support Outsourcing Product and Solutions

2.12.4 Arvato E-commerce Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026)

2.12.5 Arvato Recent Developments and Future Plans

2.13 Capita

2.13.1 Capita Details

2.13.2 Capita Major Business

2.13.3 Capita E-commerce Customer Support Outsourcing Product and Solutions

2.13.4 Capita E-commerce Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026)

2.13.5 Capita Recent Developments and Future Plans

2.14 WNS Global Services

2.14.1 WNS Global Services Details

2.14.2 WNS Global Services Major Business

2.14.3 WNS Global Services E-commerce Customer Support Outsourcing Product and Solutions

2.14.4 WNS Global Services E-commerce Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026)

2.14.5 WNS Global Services Recent Developments and Future Plans

2.15 Firstsource Solutions

2.15.1 Firstsource Solutions Details

2.15.2 Firstsource Solutions Major Business

2.15.3 Firstsource Solutions E-commerce Customer Support Outsourcing Product and Solutions

2.15.4 Firstsource Solutions E-commerce Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026)

2.15.5 Firstsource Solutions Recent Developments and Future Plans

2.16 Infosys BPM

2.16.1 Infosys BPM Details

2.16.2 Infosys BPM Major Business

2.16.3 Infosys BPM E-commerce Customer Support Outsourcing Product and Solutions

2.16.4 Infosys BPM E-commerce Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026)

2.16.5 Infosys BPM Recent Developments and Future Plans

2.17 iQor

2.17.1 iQor Details

2.17.2 iQor Major Business

2.17.3 iQor E-commerce Customer Support Outsourcing Product and Solutions

2.17.4 iQor E-commerce Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026)

2.17.5 iQor Recent Developments and Future Plans

2.18 Transcosmos

2.18.1 Transcosmos Details

2.18.2 Transcosmos Major Business

2.18.3 Transcosmos E-commerce Customer Support Outsourcing Product and Solutions

2.18.4 Transcosmos E-commerce Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026)

2.18.5 Transcosmos Recent Developments and Future Plans

2.19 Bellssystem24

2.19.1 Bellssystem24 Details

2.19.2 Bellssystem24 Major Business

2.19.3 Bellsystem24 E-commerce Customer Support Outsourcing Product and Solutions

2.19.4 Bellsystem24 E-commerce Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026)

2.19.5 Bellsystem24 Recent Developments and Future Plans

2.20 SCSK ServiceWare

2.20.1 SCSK ServiceWare Details

2.20.2 SCSK ServiceWare Major Business

2.20.3 SCSK ServiceWare E-commerce Customer Support Outsourcing Product and Solutions

2.20.4 SCSK ServiceWare E-commerce Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026)

2.20.5 SCSK ServiceWare Recent Developments and Future Plans

2.21 LG Uplus Contact Center

2.21.1 LG Uplus Contact Center Details

2.21.2 LG Uplus Contact Center Major Business

2.21.3 LG Uplus Contact Center E-commerce Customer Support Outsourcing Product and Solutions

2.21.4 LG Uplus Contact Center E-commerce Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026)

2.21.5 LG Uplus Contact Center Recent Developments and Future Plans

2.22 iSoftStone

2.22.1 iSoftStone Details

2.22.2 iSoftStone Major Business

2.22.3 iSoftStone E-commerce Customer Support Outsourcing Product and Solutions

2.22.4 iSoftStone E-commerce Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026)

2.22.5 iSoftStone Recent Developments and Future Plans

3 MARKET COMPETITION, BY PLAYERS

3.1 Global E-commerce Customer Support Outsourcing Revenue and Share by Players (2021-2026)

3.2 Market Share Analysis (2025)

3.2.1 Market Share of E-commerce Customer Support Outsourcing by Company Revenue

3.2.2 Top 3 E-commerce Customer Support Outsourcing Players Market Share in 2025

3.2.3 Top 6 E-commerce Customer Support Outsourcing Players Market Share in

2025

3.3 E-commerce Customer Support Outsourcing Market: Overall Company Footprint Analysis

3.3.1 E-commerce Customer Support Outsourcing Market: Region Footprint

3.3.2 E-commerce Customer Support Outsourcing Market: Company Product Type Footprint

3.3.3 E-commerce Customer Support Outsourcing 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 E-commerce Customer Support Outsourcing Consumption Value and Market Share by Type (2021-2026)

4.2 Global E-commerce Customer Support Outsourcing Market Forecast by Type (2027-2032)

5 MARKET SIZE SEGMENT BY APPLICATION

5.1 Global E-commerce Customer Support Outsourcing Consumption Value Market Share by Application (2021-2026)

5.2 Global E-commerce Customer Support Outsourcing Market Forecast by Application (2027-2032)

6 NORTH AMERICA

6.1 North America E-commerce Customer Support Outsourcing Consumption Value by Type (2021-2032)

6.2 North America E-commerce Customer Support Outsourcing Market Size by Application (2021-2032)

6.3 North America E-commerce Customer Support Outsourcing Market Size by Country

6.3.1 North America E-commerce Customer Support Outsourcing Consumption Value by Country (2021-2032)

6.3.2 United States E-commerce Customer Support Outsourcing Market Size and Forecast (2021-2032)

6.3.3 Canada E-commerce Customer Support Outsourcing Market Size and Forecast (2021-2032)

6.3.4 Mexico E-commerce Customer Support Outsourcing Market Size and Forecast

(2021-2032)

7 EUROPE

7.1 Europe E-commerce Customer Support Outsourcing Consumption Value by Type (2021-2032)

7.2 Europe E-commerce Customer Support Outsourcing Consumption Value by Application (2021-2032)

7.3 Europe E-commerce Customer Support Outsourcing Market Size by Country

7.3.1 Europe E-commerce Customer Support Outsourcing Consumption Value by Country (2021-2032)

7.3.2 Germany E-commerce Customer Support Outsourcing Market Size and Forecast (2021-2032)

7.3.3 France E-commerce Customer Support Outsourcing Market Size and Forecast (2021-2032)

7.3.4 United Kingdom E-commerce Customer Support Outsourcing Market Size and Forecast (2021-2032)

7.3.5 Russia E-commerce Customer Support Outsourcing Market Size and Forecast (2021-2032)

7.3.6 Italy E-commerce Customer Support Outsourcing Market Size and Forecast (2021-2032)

8 ASIA-PACIFIC

8.1 Asia-Pacific E-commerce Customer Support Outsourcing Consumption Value by Type (2021-2032)

8.2 Asia-Pacific E-commerce Customer Support Outsourcing Consumption Value by Application (2021-2032)

8.3 Asia-Pacific E-commerce Customer Support Outsourcing Market Size by Region

8.3.1 Asia-Pacific E-commerce Customer Support Outsourcing Consumption Value by Region (2021-2032)

8.3.2 China E-commerce Customer Support Outsourcing Market Size and Forecast (2021-2032)

8.3.3 Japan E-commerce Customer Support Outsourcing Market Size and Forecast (2021-2032)

8.3.4 South Korea E-commerce Customer Support Outsourcing Market Size and Forecast (2021-2032)

8.3.5 India E-commerce Customer Support Outsourcing Market Size and Forecast (2021-2032)

8.3.6 Southeast Asia E-commerce Customer Support Outsourcing Market Size and Forecast (2021-2032)

8.3.7 Australia E-commerce Customer Support Outsourcing Market Size and Forecast (2021-2032)

9 SOUTH AMERICA

9.1 South America E-commerce Customer Support Outsourcing Consumption Value by Type (2021-2032)

9.2 South America E-commerce Customer Support Outsourcing Consumption Value by Application (2021-2032)

9.3 South America E-commerce Customer Support Outsourcing Market Size by Country

9.3.1 South America E-commerce Customer Support Outsourcing Consumption Value by Country (2021-2032)

9.3.2 Brazil E-commerce Customer Support Outsourcing Market Size and Forecast (2021-2032)

9.3.3 Argentina E-commerce Customer Support Outsourcing Market Size and Forecast (2021-2032)

10 MIDDLE EAST & AFRICA

10.1 Middle East & Africa E-commerce Customer Support Outsourcing Consumption Value by Type (2021-2032)

10.2 Middle East & Africa E-commerce Customer Support Outsourcing Consumption Value by Application (2021-2032)

10.3 Middle East & Africa E-commerce Customer Support Outsourcing Market Size by Country

10.3.1 Middle East & Africa E-commerce Customer Support Outsourcing Consumption Value by Country (2021-2032)

10.3.2 Turkey E-commerce Customer Support Outsourcing Market Size and Forecast (2021-2032)

10.3.3 Saudi Arabia E-commerce Customer Support Outsourcing Market Size and Forecast (2021-2032)

10.3.4 UAE E-commerce Customer Support Outsourcing Market Size and Forecast (2021-2032)

11 MARKET DYNAMICS

11.1 E-commerce Customer Support Outsourcing Market Drivers

11.2 E-commerce Customer Support Outsourcing Market Restraints

11.3 E-commerce Customer Support Outsourcing 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 E-commerce Customer Support Outsourcing Industry Chain

12.2 E-commerce Customer Support Outsourcing Upstream Analysis

12.3 E-commerce Customer Support Outsourcing Midstream Analysis

12.4 E-commerce Customer Support Outsourcing 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 E-commerce Customer Support Outsourcing Consumption Value by Type, (USD Million), 2021 & 2025 & 2032
- Table 2. Global E-commerce Customer Support Outsourcing Consumption Value by Business Scope, (USD Million), 2021 & 2025 & 2032
- Table 3. Global E-commerce Customer Support Outsourcing Consumption Value by Technology Maturity, (USD Million), 2021 & 2025 & 2032
- Table 4. Global E-commerce Customer Support Outsourcing Consumption Value by Application, (USD Million), 2021 & 2025 & 2032
- Table 5. Global E-commerce Customer Support Outsourcing Consumption Value by Region (2021-2026) & (USD Million)
- Table 6. Global E-commerce Customer Support Outsourcing Consumption Value by Region (2027-2032) & (USD Million)
- Table 7. Teleperformance Company Information, Head Office, and Major Competitors
- Table 8. Teleperformance Major Business
- Table 9. Teleperformance E-commerce Customer Support Outsourcing Product and Solutions
- Table 10. Teleperformance E-commerce Customer Support Outsourcing Revenue (USD Million), Gross Margin and Market Share (2021-2026)
- Table 11. Teleperformance Recent Developments and Future Plans
- Table 12. Concentrix Company Information, Head Office, and Major Competitors
- Table 13. Concentrix Major Business
- Table 14. Concentrix E-commerce Customer Support Outsourcing Product and Solutions
- Table 15. Concentrix E-commerce Customer Support Outsourcing Revenue (USD Million), Gross Margin and Market Share (2021-2026)
- Table 16. Concentrix Recent Developments and Future Plans
- Table 17. Alorica Company Information, Head Office, and Major Competitors
- Table 18. Alorica Major Business
- Table 19. Alorica E-commerce Customer Support Outsourcing Product and Solutions
- Table 20. Alorica E-commerce Customer Support Outsourcing Revenue (USD Million), Gross Margin and Market Share (2021-2026)
- Table 21. TaskUs Company Information, Head Office, and Major Competitors
- Table 22. TaskUs Major Business
- Table 23. TaskUs E-commerce Customer Support Outsourcing Product and Solutions
- Table 24. TaskUs E-commerce Customer Support Outsourcing Revenue (USD Million),

Gross Margin and Market Share (2021-2026)

Table 25. TaskUs Recent Developments and Future Plans

Table 26. TTEC Company Information, Head Office, and Major Competitors

Table 27. TTEC Major Business

Table 28. TTEC E-commerce Customer Support Outsourcing Product and Solutions

Table 29. TTEC E-commerce Customer Support Outsourcing Revenue (USD Million),
Gross Margin and Market Share (2021-2026)

Table 30. TTEC Recent Developments and Future Plans

Table 31. TELUS International Company Information, Head Office, and Major
Competitors

Table 32. TELUS International Major Business

Table 33. TELUS International E-commerce Customer Support Outsourcing Product
and Solutions

Table 34. TELUS International E-commerce Customer Support Outsourcing Revenue
(USD Million), Gross Margin and Market Share (2021-2026)

Table 35. TELUS International Recent Developments and Future Plans

Table 36. Conduent Company Information, Head Office, and Major Competitors

Table 37. Conduent Major Business

Table 38. Conduent E-commerce Customer Support Outsourcing Product and Solutions

Table 39. Conduent E-commerce Customer Support Outsourcing Revenue (USD
Million), Gross Margin and Market Share (2021-2026)

Table 40. Conduent Recent Developments and Future Plans

Table 41. Sutherland Global Company Information, Head Office, and Major Competitors

Table 42. Sutherland Global Major Business

Table 43. Sutherland Global E-commerce Customer Support Outsourcing Product and
Solutions

Table 44. Sutherland Global E-commerce Customer Support Outsourcing Revenue
(USD Million), Gross Margin and Market Share (2021-2026)

Table 45. Sutherland Global Recent Developments and Future Plans

Table 46. Foundever Company Information, Head Office, and Major Competitors

Table 47. Foundever Major Business

Table 48. Foundever E-commerce Customer Support Outsourcing Product and
Solutions

Table 49. Foundever E-commerce Customer Support Outsourcing Revenue (USD
Million), Gross Margin and Market Share (2021-2026)

Table 50. Foundever Recent Developments and Future Plans

Table 51. Majorel Company Information, Head Office, and Major Competitors

Table 52. Majorel Major Business

Table 53. Majorel E-commerce Customer Support Outsourcing Product and Solutions

Table 54. Majorel E-commerce Customer Support Outsourcing Revenue (USD Million), Gross Margin and Market Share (2021-2026)
Table 55. Majorel Recent Developments and Future Plans
Table 56. Transcom Company Information, Head Office, and Major Competitors
Table 57. Transcom Major Business
Table 58. Transcom E-commerce Customer Support Outsourcing Product and Solutions
Table 59. Transcom E-commerce Customer Support Outsourcing Revenue (USD Million), Gross Margin and Market Share (2021-2026)
Table 60. Transcom Recent Developments and Future Plans
Table 61. Arvato Company Information, Head Office, and Major Competitors
Table 62. Arvato Major Business
Table 63. Arvato E-commerce Customer Support Outsourcing Product and Solutions
Table 64. Arvato E-commerce Customer Support Outsourcing Revenue (USD Million), Gross Margin and Market Share (2021-2026)
Table 65. Arvato Recent Developments and Future Plans
Table 66. Capita Company Information, Head Office, and Major Competitors
Table 67. Capita Major Business
Table 68. Capita E-commerce Customer Support Outsourcing Product and Solutions
Table 69. Capita E-commerce Customer Support Outsourcing Revenue (USD Million), Gross Margin and Market Share (2021-2026)
Table 70. Capita Recent Developments and Future Plans
Table 71. WNS Global Services Company Information, Head Office, and Major Competitors
Table 72. WNS Global Services Major Business
Table 73. WNS Global Services E-commerce Customer Support Outsourcing Product and Solutions
Table 74. WNS Global Services E-commerce Customer Support Outsourcing Revenue (USD Million), Gross Margin and Market Share (2021-2026)
Table 75. WNS Global Services Recent Developments and Future Plans
Table 76. Firstsource Solutions Company Information, Head Office, and Major Competitors
Table 77. Firstsource Solutions Major Business
Table 78. Firstsource Solutions E-commerce Customer Support Outsourcing Product and Solutions
Table 79. Firstsource Solutions E-commerce Customer Support Outsourcing Revenue (USD Million), Gross Margin and Market Share (2021-2026)
Table 80. Firstsource Solutions Recent Developments and Future Plans
Table 81. Infosys BPM Company Information, Head Office, and Major Competitors
Table 82. Infosys BPM Major Business

Table 83. Infosys BPM E-commerce Customer Support Outsourcing Product and Solutions

Table 84. Infosys BPM E-commerce Customer Support Outsourcing Revenue (USD Million), Gross Margin and Market Share (2021-2026)

Table 85. Infosys BPM Recent Developments and Future Plans

Table 86. iQor Company Information, Head Office, and Major Competitors

Table 87. iQor Major Business

Table 88. iQor E-commerce Customer Support Outsourcing Product and Solutions

Table 89. iQor E-commerce Customer Support Outsourcing Revenue (USD Million), Gross Margin and Market Share (2021-2026)

Table 90. iQor Recent Developments and Future Plans

Table 91. Transcosmos Company Information, Head Office, and Major Competitors

Table 92. Transcosmos Major Business

Table 93. Transcosmos E-commerce Customer Support Outsourcing Product and Solutions

Table 94. Transcosmos E-commerce Customer Support Outsourcing Revenue (USD Million), Gross Margin and Market Share (2021-2026)

Table 95. Transcosmos Recent Developments and Future Plans

Table 96. Bellsystem24 Company Information, Head Office, and Major Competitors

Table 97. Bellsystem24 Major Business

Table 98. Bellsystem24 E-commerce Customer Support Outsourcing Product and Solutions

Table 99. Bellsystem24 E-commerce Customer Support Outsourcing Revenue (USD Million), Gross Margin and Market Share (2021-2026)

Table 100. Bellsystem24 Recent Developments and Future Plans

Table 101. SCSK ServiceWare Company Information, Head Office, and Major Competitors

Table 102. SCSK ServiceWare Major Business

Table 103. SCSK ServiceWare E-commerce Customer Support Outsourcing Product and Solutions

Table 104. SCSK ServiceWare E-commerce Customer Support Outsourcing Revenue (USD Million), Gross Margin and Market Share (2021-2026)

Table 105. SCSK ServiceWare Recent Developments and Future Plans

Table 106. LG Uplus Contact Center Company Information, Head Office, and Major Competitors

Table 107. LG Uplus Contact Center Major Business

Table 108. LG Uplus Contact Center E-commerce Customer Support Outsourcing Product and Solutions

Table 109. LG Uplus Contact Center E-commerce Customer Support Outsourcing

Revenue (USD Million), Gross Margin and Market Share (2021-2026)

Table 110. LG Uplus Contact Center Recent Developments and Future Plans

Table 111. iSoftStone Company Information, Head Office, and Major Competitors

Table 112. iSoftStone Major Business

Table 113. iSoftStone E-commerce Customer Support Outsourcing Product and Solutions

Table 114. iSoftStone E-commerce Customer Support Outsourcing Revenue (USD Million), Gross Margin and Market Share (2021-2026)

Table 115. iSoftStone Recent Developments and Future Plans

Table 116. Global E-commerce Customer Support Outsourcing Revenue (USD Million) by Players (2021-2026)

Table 117. Global E-commerce Customer Support Outsourcing Revenue Share by Players (2021-2026)

Table 118. Breakdown of E-commerce Customer Support Outsourcing by Company Type (Tier 1, Tier 2, and Tier 3)

Table 119. Market Position of Players in E-commerce Customer Support Outsourcing, (Tier 1, Tier 2, and Tier 3), Based on Revenue in 2025

Table 120. Head Office of Key E-commerce Customer Support Outsourcing Players

Table 121. E-commerce Customer Support Outsourcing Market: Company Product Type Footprint

Table 122. E-commerce Customer Support Outsourcing Market: Company Product Application Footprint

Table 123. E-commerce Customer Support Outsourcing New Market Entrants and Barriers to Market Entry

Table 124. E-commerce Customer Support Outsourcing Mergers, Acquisition, Agreements, and Collaborations

Table 125. Global E-commerce Customer Support Outsourcing Consumption Value (USD Million) by Type (2021-2026)

Table 126. Global E-commerce Customer Support Outsourcing Consumption Value Share by Type (2021-2026)

Table 127. Global E-commerce Customer Support Outsourcing Consumption Value Forecast by Type (2027-2032)

Table 128. Global E-commerce Customer Support Outsourcing Consumption Value by Application (2021-2026)

Table 129. Global E-commerce Customer Support Outsourcing Consumption Value Forecast by Application (2027-2032)

Table 130. North America E-commerce Customer Support Outsourcing Consumption Value by Type (2021-2026) & (USD Million)

Table 131. North America E-commerce Customer Support Outsourcing Consumption

Value by Type (2027-2032) & (USD Million)

Table 132. North America E-commerce Customer Support Outsourcing Consumption

Value by Application (2021-2026) & (USD Million)

Table 133. North America E-commerce Customer Support Outsourcing Consumption

Value by Application (2027-2032) & (USD Million)

Table 134. North America E-commerce Customer Support Outsourcing Consumption

Value by Country (2021-2026) & (USD Million)

Table 135. North America E-commerce Customer Support Outsourcing Consumption

Value by Country (2027-2032) & (USD Million)

Table 136. Europe E-commerce Customer Support Outsourcing Consumption Value by Type (2021-2026) & (USD Million)

Table 137. Europe E-commerce Customer Support Outsourcing Consumption Value by Type (2027-2032) & (USD Million)

Table 138. Europe E-commerce Customer Support Outsourcing Consumption Value by Application (2021-2026) & (USD Million)

Table 139. Europe E-commerce Customer Support Outsourcing Consumption Value by Application (2027-2032) & (USD Million)

Table 140. Europe E-commerce Customer Support Outsourcing Consumption Value by Country (2021-2026) & (USD Million)

Table 141. Europe E-commerce Customer Support Outsourcing Consumption Value by Country (2027-2032) & (USD Million)

Table 142. Asia-Pacific E-commerce Customer Support Outsourcing Consumption Value by Type (2021-2026) & (USD Million)

Table 143. Asia-Pacific E-commerce Customer Support Outsourcing Consumption Value by Type (2027-2032) & (USD Million)

Table 144. Asia-Pacific E-commerce Customer Support Outsourcing Consumption Value by Application (2021-2026) & (USD Million)

Table 145. Asia-Pacific E-commerce Customer Support Outsourcing Consumption Value by Application (2027-2032) & (USD Million)

Table 146. Asia-Pacific E-commerce Customer Support Outsourcing Consumption Value by Region (2021-2026) & (USD Million)

Table 147. Asia-Pacific E-commerce Customer Support Outsourcing Consumption Value by Region (2027-2032) & (USD Million)

Table 148. South America E-commerce Customer Support Outsourcing Consumption Value by Type (2021-2026) & (USD Million)

Table 149. South America E-commerce Customer Support Outsourcing Consumption Value by Type (2027-2032) & (USD Million)

Table 150. South America E-commerce Customer Support Outsourcing Consumption Value by Application (2021-2026) & (USD Million)

Table 151. South America E-commerce Customer Support Outsourcing Consumption Value by Application (2027-2032) & (USD Million)

Table 152. South America E-commerce Customer Support Outsourcing Consumption Value by Country (2021-2026) & (USD Million)

Table 153. South America E-commerce Customer Support Outsourcing Consumption Value by Country (2027-2032) & (USD Million)

Table 154. Middle East & Africa E-commerce Customer Support Outsourcing Consumption Value by Type (2021-2026) & (USD Million)

Table 155. Middle East & Africa E-commerce Customer Support Outsourcing Consumption Value by Type (2027-2032) & (USD Million)

Table 156. Middle East & Africa E-commerce Customer Support Outsourcing Consumption Value by Application (2021-2026) & (USD Million)

Table 157. Middle East & Africa E-commerce Customer Support Outsourcing Consumption Value by Application (2027-2032) & (USD Million)

Table 158. Middle East & Africa E-commerce Customer Support Outsourcing Consumption Value by Country (2021-2026) & (USD Million)

Table 159. Middle East & Africa E-commerce Customer Support Outsourcing Consumption Value by Country (2027-2032) & (USD Million)

Table 160. Global Key Players of E-commerce Customer Support Outsourcing Upstream (Raw Materials)

Table 161. Global E-commerce Customer Support Outsourcing Typical Customers

List Of Figures

LIST OF FIGURES

Figure 1. E-commerce Customer Support Outsourcing Picture

Figure 2. Global E-commerce Customer Support Outsourcing Consumption Value by Type, (USD Million), 2021 & 2025 & 2032

Figure 3. Global E-commerce Customer Support Outsourcing Consumption Value Market Share by Type in 2025

Figure 4. Telephone Customer Service Outsourcing

Figure 5. Online Customer Service Outsourcing

Figure 6. Email Customer Service Outsourcing

Figure 7. Other

Figure 8. Global E-commerce Customer Support Outsourcing Consumption Value by Business Scope, (USD Million), 2021 & 2025 & 2032

Figure 9. Global E-commerce Customer Support Outsourcing Consumption Value Market Share by Business Scope in 2025

Figure 10. Pre-sales Consultation

Figure 11. Order Processing

Figure 12. After-sales Service

Figure 13. Global E-commerce Customer Support Outsourcing Consumption Value by Technology Maturity, (USD Million), 2021 & 2025 & 2032

Figure 14. Global E-commerce Customer Support Outsourcing Consumption Value Market Share by Technology Maturity in 2025

Figure 15. Pure Human Customer Service Outsourcing

Figure 16. AI-Assisted Customer Service

Figure 17. Fully Automated AI Customer Service System

Figure 18. Global E-commerce Customer Support Outsourcing Consumption Value by Application, (USD Million), 2021 & 2025 & 2032

Figure 19. E-commerce Customer Support Outsourcing Consumption Value Market Share by Application in 2025

Figure 20. Comprehensive E-commerce Platform Picture

Figure 21. Brand E-commerce Picture

Figure 22. Social E-commerce Picture

Figure 23. Others Picture

Figure 24. Global E-commerce Customer Support Outsourcing Consumption Value, (USD Million): 2021 & 2025 & 2032

Figure 25. Global E-commerce Customer Support Outsourcing Consumption Value and Forecast (2021-2032) & (USD Million)

Figure 26. Global Market E-commerce Customer Support Outsourcing Consumption Value (USD Million) Comparison by Region (2021 VS 2025 VS 2032)

Figure 27. Global E-commerce Customer Support Outsourcing Consumption Value Market Share by Region (2021-2032)

Figure 28. Global E-commerce Customer Support Outsourcing Consumption Value Market Share by Region in 2025

Figure 29. North America E-commerce Customer Support Outsourcing Consumption Value (2021-2032) & (USD Million)

Figure 30. Europe E-commerce Customer Support Outsourcing Consumption Value (2021-2032) & (USD Million)

Figure 31. Asia-Pacific E-commerce Customer Support Outsourcing Consumption Value (2021-2032) & (USD Million)

Figure 32. South America E-commerce Customer Support Outsourcing Consumption Value (2021-2032) & (USD Million)

Figure 33. Middle East & Africa E-commerce Customer Support Outsourcing Consumption Value (2021-2032) & (USD Million)

Figure 34. Company Three Recent Developments and Future Plans

Figure 35. Global E-commerce Customer Support Outsourcing Revenue Share by Players in 2025

Figure 36. E-commerce Customer Support Outsourcing Market Share by Company Type (Tier 1, Tier 2, and Tier 3) in 2025

Figure 37. Market Share of E-commerce Customer Support Outsourcing by Player Revenue in 2025

Figure 38. Top 3 E-commerce Customer Support Outsourcing Players Market Share in 2025

Figure 39. Top 6 E-commerce Customer Support Outsourcing Players Market Share in 2025

Figure 40. Global E-commerce Customer Support Outsourcing Consumption Value Share by Type (2021-2026)

Figure 41. Global E-commerce Customer Support Outsourcing Market Share Forecast by Type (2027-2032)

Figure 42. Global E-commerce Customer Support Outsourcing Consumption Value Share by Application (2021-2026)

Figure 43. Global E-commerce Customer Support Outsourcing Market Share Forecast by Application (2027-2032)

Figure 44. North America E-commerce Customer Support Outsourcing Consumption Value Market Share by Type (2021-2032)

Figure 45. North America E-commerce Customer Support Outsourcing Consumption Value Market Share by Application (2021-2032)

Figure 46. North America E-commerce Customer Support Outsourcing Consumption Value Market Share by Country (2021-2032)

Figure 47. United States E-commerce Customer Support Outsourcing Consumption Value (2021-2032) & (USD Million)

Figure 48. Canada E-commerce Customer Support Outsourcing Consumption Value (2021-2032) & (USD Million)

Figure 49. Mexico E-commerce Customer Support Outsourcing Consumption Value (2021-2032) & (USD Million)

Figure 50. Europe E-commerce Customer Support Outsourcing Consumption Value Market Share by Type (2021-2032)

Figure 51. Europe E-commerce Customer Support Outsourcing Consumption Value Market Share by Application (2021-2032)

Figure 52. Europe E-commerce Customer Support Outsourcing Consumption Value Market Share by Country (2021-2032)

Figure 53. Germany E-commerce Customer Support Outsourcing Consumption Value (2021-2032) & (USD Million)

Figure 54. France E-commerce Customer Support Outsourcing Consumption Value (2021-2032) & (USD Million)

Figure 55. United Kingdom E-commerce Customer Support Outsourcing Consumption Value (2021-2032) & (USD Million)

Figure 56. Russia E-commerce Customer Support Outsourcing Consumption Value (2021-2032) & (USD Million)

Figure 57. Italy E-commerce Customer Support Outsourcing Consumption Value (2021-2032) & (USD Million)

Figure 58. Asia-Pacific E-commerce Customer Support Outsourcing Consumption Value Market Share by Type (2021-2032)

Figure 59. Asia-Pacific E-commerce Customer Support Outsourcing Consumption Value Market Share by Application (2021-2032)

Figure 60. Asia-Pacific E-commerce Customer Support Outsourcing Consumption Value Market Share by Region (2021-2032)

Figure 61. China E-commerce Customer Support Outsourcing Consumption Value (2021-2032) & (USD Million)

Figure 62. Japan E-commerce Customer Support Outsourcing Consumption Value (2021-2032) & (USD Million)

Figure 63. South Korea E-commerce Customer Support Outsourcing Consumption Value (2021-2032) & (USD Million)

Figure 64. India E-commerce Customer Support Outsourcing Consumption Value (2021-2032) & (USD Million)

Figure 65. Southeast Asia E-commerce Customer Support Outsourcing Consumption

Value (2021-2032) & (USD Million)

Figure 66. Australia E-commerce Customer Support Outsourcing Consumption Value (2021-2032) & (USD Million)

Figure 67. South America E-commerce Customer Support Outsourcing Consumption Value Market Share by Type (2021-2032)

Figure 68. South America E-commerce Customer Support Outsourcing Consumption Value Market Share by Application (2021-2032)

Figure 69. South America E-commerce Customer Support Outsourcing Consumption Value Market Share by Country (2021-2032)

Figure 70. Brazil E-commerce Customer Support Outsourcing Consumption Value (2021-2032) & (USD Million)

Figure 71. Argentina E-commerce Customer Support Outsourcing Consumption Value (2021-2032) & (USD Million)

Figure 72. Middle East & Africa E-commerce Customer Support Outsourcing Consumption Value Market Share by Type (2021-2032)

Figure 73. Middle East & Africa E-commerce Customer Support Outsourcing Consumption Value Market Share by Application (2021-2032)

Figure 74. Middle East & Africa E-commerce Customer Support Outsourcing Consumption Value Market Share by Country (2021-2032)

Figure 75. Turkey E-commerce Customer Support Outsourcing Consumption Value (2021-2032) & (USD Million)

Figure 76. Saudi Arabia E-commerce Customer Support Outsourcing Consumption Value (2021-2032) & (USD Million)

Figure 77. UAE E-commerce Customer Support Outsourcing Consumption Value (2021-2032) & (USD Million)

Figure 78. E-commerce Customer Support Outsourcing Market Drivers

Figure 79. E-commerce Customer Support Outsourcing Market Restraints

Figure 80. E-commerce Customer Support Outsourcing Market Trends

Figure 81. Porters Five Forces Analysis

Figure 82. E-commerce Customer Support Outsourcing Industrial Chain

Figure 83. Methodology

Figure 84. Research Process and Data Source

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