

Global Front Office BPO Services Market by Manufacturers, Countries, Type and Application, Forecast to 2023

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Abstracts

Business Process Outsourcing (BPO) enables industries in outsourcing their responsibilities or operations of a process to third-party service providers. The front office BPO services are services related to customer interactions such as inbound or outbound sales, help desks, customer service centres, and telemarketing. The front office BPO services also include document management services such as accounting and finance.

Scope of the Report:

This report studies the Front Office BPO Services 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 Front Office BPO Services market by product type and applications/end industries.

On the basis of service, revenues from front office BPO services for document management are expected to witness a healthy increase, to account for over one-third share of the market throughout the forecast period.

The global Front Office BPO Services 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 Front Office BPO Services.

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

Xerox

HP

Convergys

Sitel

IBM

Williams Lea

Ricoh

Atento

Alliance Data Systems

TeleTech

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

Customer Management Service

Document Management Service

Market Segment by Applications, can be divided into

BFSI

Manufacturing

Healthcare & Pharmaceuticals

Retail & Consumer Goods

IT & Telecommunication

Aerospace & Defense

Others

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