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Global Helpdesk Automation Market 2018 by Manufacturers, Countries, Type and Application, Forecast to 2023

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Abstracts

In business enterprises, helpdesk technology assists IT users in solving problems. In small and medium-sized companies, a helpdesk is usually handled by a single person with a contact number. In larger companies, a helpdesk is operated by a group of experts who have advanced software at their disposal to monitor and analyze IT problems and their patterns.

Scope of the Report:

This report studies the Helpdesk Automation 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 Helpdesk Automation market by product type and applications/end industries.

The global helpdesk automation market is expected to witness a significant growth on account of high consumerization of information technology, and high demand of automation routine process. Also, the growing need for minimizing the level 1 support is driving the growth of the market for large enterprises. This factor majorly arises due to the new industry chain structure comprising of helpdesk automation. For resolving customer queries and issues related to product or service, helpdesk support is used, which is either web-based or software-based. The helpdesk support in a small & medium enterprise is usually handled by one or two persons, however, in large organization; the level of support at level 1 is complex and widespread requiring service from more than one person. Though, automation is gaining a significant growth among end-users' need to provide better service to users contacting the helpdesk, the risk associated with multi tenancy and limited capabilities of the enterprises may restrain the

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market growth

The global Helpdesk Automation 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 Helpdesk Automation.

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

BMC Software

CA Technologies

HP Enterprise Services

ServiceNow

Atlassian

Axios Systems

Cherwell Software

Freshdesk

Happyfox

Kayako

NTR Global

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Resolve Systems

Sunrise Software

SunView Software

Vision Helpdesk

Vorex

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

Incident Management Systems

Self-service Password Reset

Knowledge Base

Incident Management Portal

Automated Diagnostics

Market Segment by Applications, can be divided into

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IT and Telecom

BFSI

Government and Education

Healthcare

Manufacturing and Automotive

Retail

Others

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