

Global Interactive Voice Response (IVR) Market 2018 by Manufacturers, Countries, Type and Application, Forecast to 2023

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Abstracts

Interactive voice response (IVR) is a technology that allows a computer to interact with humans through the use of voice and DTMF tones input via a keypad. In telecommunications, IVR allows customers to interact with a company's host system via a telephone keypad or by speech recognition, after which services can be inquired about through the IVR dialogue. IVR systems can respond with pre-recorded or dynamically generated audio to further direct users on how to proceed. IVR systems deployed in the network are sized to handle large call volumes and also used for outbound calling, as IVR systems are more intelligent than many predictive dialer systems.

Scope of the Report:

This report studies the Interactive Voice Response (IVR) 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 Interactive Voice Response (IVR) market by product type and applications/end industries.

North America contributed significantly to the growth of the overall interactive voice response market in 2017. However, the IVR market in Asia Pacific (APAC) is expected to grow at the highest CAGR during the forecast period owing to the rising number of new small and medium enterprises (SMEs) and large enterprises in this region. The presence of a huge end-user base in advanced economies such as Japan and South Korea, and the growing demand for enhanced customer service and a higher level of customer interaction is also expected to fuel the growth of the IVR market in this region. The global Interactive Voice Response (IVR) 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 Interactive Voice Response (IVR).

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

inContact

Nuance

Genesys Telecommunication Laboratories

8x8

AT&T

Avaya

Aspect Software Parent

24/7 Customer

Verizon Communications

Five9

Cisco Systems

Convergys

West Corporation

IVR Lab

NewVoiceMedia

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

Speech Based

Touch-tone Based

Market Segment by Applications, can be divided into

BFSI

Travel and Hospitality

Pharma and Healthcare

Telecommunications

Government and Public Sector

Transportation and Logistics

ITES

Media, Retail, and E-commerce

Education

Contents

1 INTERACTIVE VOICE RESPONSE (IVR) MARKET OVERVIEW

1.1 Product Overview and Scope of Interactive Voice Response (IVR)

1.2 Classification of Interactive Voice Response (IVR) by Types

1.2.1 Global Interactive Voice Response (IVR) Revenue Comparison by Types (2017-2023)

1.2.2 Global Interactive Voice Response (IVR) Revenue Market Share by Types in 2017

1.2.3 Speech Based

1.2.4 Touch-tone Based

1.3 Global Interactive Voice Response (IVR) Market by Application

1.3.1 Global Interactive Voice Response (IVR) Market Size and Market Share Comparison by Applications (2013-2023)

1.3.2 BFSI

1.3.3 Travel and Hospitality

1.3.4 Pharma and Healthcare

1.3.5 Telecommunications

1.3.6 Government and Public Sector

1.3.7 Transportation and Logistics

1.3.8 ITES

1.3.9 Media, Retail, and E-commerce

1.3.10 Education

1.4 Global Interactive Voice Response (IVR) Market by Regions

1.4.1 Global Interactive Voice Response (IVR) Market Size (Million USD) Comparison by Regions (2013-2023)

1.4.1 North America (USA, Canada and Mexico) Interactive Voice Response (IVR) Status and Prospect (2013-2023)

1.4.2 Europe (Germany, France, UK, Russia and Italy) Interactive Voice Response (IVR) Status and Prospect (2013-2023)

1.4.3 Asia-Pacific (China, Japan, Korea, India and Southeast Asia) Interactive Voice Response (IVR) Status and Prospect (2013-2023)

1.4.4 South America (Brazil, Argentina, Colombia) Interactive Voice Response (IVR) Status and Prospect (2013-2023)

1.4.5 Middle East and Africa (Saudi Arabia, UAE, Egypt, Nigeria and South Africa) Interactive Voice Response (IVR) Status and Prospect (2013-2023)

1.5 Global Market Size of Interactive Voice Response (IVR) (2013-2023)

2 MANUFACTURERS PROFILES

2.1 inContact

2.1.1 Business Overview

2.1.2 Interactive Voice Response (IVR) Type and Applications

2.1.2.1 Product A

2.1.2.2 Product B

2.1.3 inContact Interactive Voice Response (IVR) Revenue, Gross Margin and Market Share (2016-2017)

2.2 Nuance

2.2.1 Business Overview

2.2.2 Interactive Voice Response (IVR) Type and Applications

2.2.2.1 Product A

2.2.2.2 Product B

2.2.3 Nuance Interactive Voice Response (IVR) Revenue, Gross Margin and Market Share (2016-2017)

2.3 Genesys Telecommunication Laboratories

2.3.1 Business Overview

2.3.2 Interactive Voice Response (IVR) Type and Applications

2.3.2.1 Product A

2.3.2.2 Product B

2.3.3 Genesys Telecommunication Laboratories Interactive Voice Response (IVR) Revenue, Gross Margin and Market Share (2016-2017)

2.4 8x8

2.4.1 Business Overview

2.4.2 Interactive Voice Response (IVR) Type and Applications

2.4.2.1 Product A

2.4.2.2 Product B

2.4.3 8x8 Interactive Voice Response (IVR) Revenue, Gross Margin and Market Share (2016-2017)

2.5 AT&T

2.5.1 Business Overview

2.5.2 Interactive Voice Response (IVR) Type and Applications

2.5.2.1 Product A

2.5.2.2 Product B

2.5.3 AT&T Interactive Voice Response (IVR) Revenue, Gross Margin and Market Share (2016-2017)

2.6 Avaya

2.6.1 Business Overview

2.6.2 Interactive Voice Response (IVR) Type and Applications

2.6.2.1 Product A

2.6.2.2 Product B

2.6.3 Avaya Interactive Voice Response (IVR) Revenue, Gross Margin and Market Share (2016-2017)

2.7 Aspect Software Parent

2.7.1 Business Overview

2.7.2 Interactive Voice Response (IVR) Type and Applications

2.7.2.1 Product A

2.7.2.2 Product B

2.7.3 Aspect Software Parent Interactive Voice Response (IVR) Revenue, Gross Margin and Market Share (2016-2017)

2.8 24/7 Customer

2.8.1 Business Overview

2.8.2 Interactive Voice Response (IVR) Type and Applications

2.8.2.1 Product A

2.8.2.2 Product B

2.8.3 24/7 Customer Interactive Voice Response (IVR) Revenue, Gross Margin and Market Share (2016-2017)

2.9 Verizon Communications

2.9.1 Business Overview

2.9.2 Interactive Voice Response (IVR) Type and Applications

2.9.2.1 Product A

2.9.2.2 Product B

2.9.3 Verizon Communications Interactive Voice Response (IVR) Revenue, Gross Margin and Market Share (2016-2017)

2.10 Five9

2.10.1 Business Overview

2.10.2 Interactive Voice Response (IVR) Type and Applications

2.10.2.1 Product A

2.10.2.2 Product B

2.10.3 Five9 Interactive Voice Response (IVR) Revenue, Gross Margin and Market Share (2016-2017)

2.11 Cisco Systems

2.11.1 Business Overview

2.11.2 Interactive Voice Response (IVR) Type and Applications

2.11.2.1 Product A

2.11.2.2 Product B

2.11.3 Cisco Systems Interactive Voice Response (IVR) Revenue, Gross Margin and

Market Share (2016-2017)

2.12 Convergys

2.12.1 Business Overview

2.12.2 Interactive Voice Response (IVR) Type and Applications

2.12.2.1 Product A

2.12.2.2 Product B

2.12.3 Convergys Interactive Voice Response (IVR) Revenue, Gross Margin and Market Share (2016-2017)

2.13 West Corporation

2.13.1 Business Overview

2.13.2 Interactive Voice Response (IVR) Type and Applications

2.13.2.1 Product A

2.13.2.2 Product B

2.13.3 West Corporation Interactive Voice Response (IVR) Revenue, Gross Margin and Market Share (2016-2017)

2.14 IVR Lab

2.14.1 Business Overview

2.14.2 Interactive Voice Response (IVR) Type and Applications

2.14.2.1 Product A

2.14.2.2 Product B

2.14.3 IVR Lab Interactive Voice Response (IVR) Revenue, Gross Margin and Market Share (2016-2017)

2.15 NewVoiceMedia

2.15.1 Business Overview

2.15.2 Interactive Voice Response (IVR) Type and Applications

2.15.2.1 Product A

2.15.2.2 Product B

2.15.3 NewVoiceMedia Interactive Voice Response (IVR) Revenue, Gross Margin and Market Share (2016-2017)

3 GLOBAL INTERACTIVE VOICE RESPONSE (IVR) MARKET COMPETITION, BY PLAYERS

3.1 Global Interactive Voice Response (IVR) Revenue and Share by Players (2013-2018)

3.2 Market Concentration Rate

3.2.1 Top 5 Interactive Voice Response (IVR) Players Market Share

3.2.2 Top 10 Interactive Voice Response (IVR) Players Market Share

3.3 Market Competition Trend

4 GLOBAL INTERACTIVE VOICE RESPONSE (IVR) MARKET SIZE BY REGIONS

4.1 Global Interactive Voice Response (IVR) Revenue and Market Share by Regions

4.2 North America Interactive Voice Response (IVR) Revenue and Growth Rate (2013-2018)

4.3 Europe Interactive Voice Response (IVR) Revenue and Growth Rate (2013-2018)

4.4 Asia-Pacific Interactive Voice Response (IVR) Revenue and Growth Rate (2013-2018)

4.5 South America Interactive Voice Response (IVR) Revenue and Growth Rate (2013-2018)

4.6 Middle East and Africa Interactive Voice Response (IVR) Revenue and Growth Rate (2013-2018)

5 NORTH AMERICA INTERACTIVE VOICE RESPONSE (IVR) REVENUE BY COUNTRIES

5.1 North America Interactive Voice Response (IVR) Revenue by Countries (2013-2018)

5.2 USA Interactive Voice Response (IVR) Revenue and Growth Rate (2013-2018)

5.3 Canada Interactive Voice Response (IVR) Revenue and Growth Rate (2013-2018)

5.4 Mexico Interactive Voice Response (IVR) Revenue and Growth Rate (2013-2018)

6 EUROPE INTERACTIVE VOICE RESPONSE (IVR) REVENUE BY COUNTRIES

6.1 Europe Interactive Voice Response (IVR) Revenue by Countries (2013-2018)

6.2 Germany Interactive Voice Response (IVR) Revenue and Growth Rate (2013-2018)

6.3 UK Interactive Voice Response (IVR) Revenue and Growth Rate (2013-2018)

6.4 France Interactive Voice Response (IVR) Revenue and Growth Rate (2013-2018)

6.5 Russia Interactive Voice Response (IVR) Revenue and Growth Rate (2013-2018)

6.6 Italy Interactive Voice Response (IVR) Revenue and Growth Rate (2013-2018)

7 ASIA-PACIFIC INTERACTIVE VOICE RESPONSE (IVR) REVENUE BY COUNTRIES

7.1 Asia-Pacific Interactive Voice Response (IVR) Revenue by Countries (2013-2018)

7.2 China Interactive Voice Response (IVR) Revenue and Growth Rate (2013-2018)

7.3 Japan Interactive Voice Response (IVR) Revenue and Growth Rate (2013-2018)

7.4 Korea Interactive Voice Response (IVR) Revenue and Growth Rate (2013-2018)

7.5 India Interactive Voice Response (IVR) Revenue and Growth Rate (2013-2018)

7.6 Southeast Asia Interactive Voice Response (IVR) Revenue and Growth Rate (2013-2018)

8 SOUTH AMERICA INTERACTIVE VOICE RESPONSE (IVR) REVENUE BY COUNTRIES

8.1 South America Interactive Voice Response (IVR) Revenue by Countries (2013-2018)

8.2 Brazil Interactive Voice Response (IVR) Revenue and Growth Rate (2013-2018)

8.3 Argentina Interactive Voice Response (IVR) Revenue and Growth Rate (2013-2018)

8.4 Colombia Interactive Voice Response (IVR) Revenue and Growth Rate (2013-2018)

9 MIDDLE EAST AND AFRICA REVENUE INTERACTIVE VOICE RESPONSE (IVR) BY COUNTRIES

9.1 Middle East and Africa Interactive Voice Response (IVR) Revenue by Countries (2013-2018)

9.2 Saudi Arabia Interactive Voice Response (IVR) Revenue and Growth Rate (2013-2018)

9.3 UAE Interactive Voice Response (IVR) Revenue and Growth Rate (2013-2018)

9.4 Egypt Interactive Voice Response (IVR) Revenue and Growth Rate (2013-2018)

9.5 Nigeria Interactive Voice Response (IVR) Revenue and Growth Rate (2013-2018)

9.6 South Africa Interactive Voice Response (IVR) Revenue and Growth Rate (2013-2018)

10 GLOBAL INTERACTIVE VOICE RESPONSE (IVR) MARKET SEGMENT BY TYPE

10.1 Global Interactive Voice Response (IVR) Revenue and Market Share by Type (2013-2018)

10.2 Global Interactive Voice Response (IVR) Market Forecast by Type (2018-2023)

10.3 Speech Based Revenue Growth Rate (2013-2023)

10.4 Touch-tone Based Revenue Growth Rate (2013-2023)

11 GLOBAL INTERACTIVE VOICE RESPONSE (IVR) MARKET SEGMENT BY APPLICATION

11.1 Global Interactive Voice Response (IVR) Revenue Market Share by Application (2013-2018)

- 11.2 Interactive Voice Response (IVR) Market Forecast by Application (2018-2023)
- 11.3 BFSI Revenue Growth (2013-2018)
- 11.4 Travel and Hospitality Revenue Growth (2013-2018)
- 11.5 Pharma and Healthcare Revenue Growth (2013-2018)
- 11.6 Telecommunications Revenue Growth (2013-2018)
- 11.7 Government and Public Sector Revenue Growth (2013-2018)
- 11.8 Transportation and Logistics Revenue Growth (2013-2018)
- 11.9 ITES Revenue Growth (2013-2018)
- 11.10 Media, Retail, and E-commerce Revenue Growth (2013-2018)
- 11.11 Education Revenue Growth (2013-2018)

12 GLOBAL INTERACTIVE VOICE RESPONSE (IVR) MARKET SIZE FORECAST (2018-2023)

- 12.1 Global Interactive Voice Response (IVR) Market Size Forecast (2018-2023)
- 12.2 Global Interactive Voice Response (IVR) Market Forecast by Regions (2018-2023)
- 12.3 North America Interactive Voice Response (IVR) Revenue Market Forecast (2018-2023)
- 12.4 Europe Interactive Voice Response (IVR) Revenue Market Forecast (2018-2023)
- 12.5 Asia-Pacific Interactive Voice Response (IVR) Revenue Market Forecast (2018-2023)
- 12.6 South America Interactive Voice Response (IVR) Revenue Market Forecast (2018-2023)
- 12.7 Middle East and Africa Interactive Voice Response (IVR) Revenue Market Forecast (2018-2023)

13 RESEARCH FINDINGS AND CONCLUSION

14 APPENDIX

- 14.1 Methodology
- 14.2 Data Source

List Of Tables

LIST OF TABLES AND FIGURES

Figure Interactive Voice Response (IVR) Picture

Table Product Specifications of Interactive Voice Response (IVR)

Table Global Interactive Voice Response (IVR) and Revenue (Million USD) Market Split by Product Type

Figure Global Interactive Voice Response (IVR) Revenue Market Share by Types in 2017

Figure Speech Based Picture

Figure Touch-tone Based Picture

Table Global Interactive Voice Response (IVR) Revenue (Million USD) by Application (2013-2023)

Figure Interactive Voice Response (IVR) Revenue Market Share by Applications in 2017

Figure BFSI Picture

Figure Travel and Hospitality Picture

Figure Pharma and Healthcare Picture

Figure Telecommunications Picture

Figure Government and Public Sector Picture

Figure Transportation and Logistics Picture

Figure ITES Picture

Figure Media, Retail, and E-commerce Picture

Figure Education Picture

Table Global Market Interactive Voice Response (IVR) Revenue (Million USD) Comparison by Regions 2013-2023

Figure North America Interactive Voice Response (IVR) Revenue (Million USD) and Growth Rate (2013-2023)

Figure Europe Interactive Voice Response (IVR) Revenue (Million USD) and Growth Rate (2013-2023)

Figure Asia-Pacific Interactive Voice Response (IVR) Revenue (Million USD) and Growth Rate (2013-2023)

Figure South America Interactive Voice Response (IVR) Revenue (Million USD) and Growth Rate (2013-2023)

Figure Middle East and Africa Interactive Voice Response (IVR) Revenue (Million USD) and Growth Rate (2013-2023)

Figure Global Interactive Voice Response (IVR) Revenue (Million USD) and Growth Rate (2013-2023)

Table inContact Basic Information, Manufacturing Base and Competitors
Table inContact Interactive Voice Response (IVR) Type and Applications
Table inContact Interactive Voice Response (IVR) Revenue, Gross Margin and Market Share (2016-2017)
Table Nuance Basic Information, Manufacturing Base and Competitors
Table Nuance Interactive Voice Response (IVR) Type and Applications
Table Nuance Interactive Voice Response (IVR) Revenue, Gross Margin and Market Share (2016-2017)
Table Genesys Telecommunication Laboratories Basic Information, Manufacturing Base and Competitors
Table Genesys Telecommunication Laboratories Interactive Voice Response (IVR) Type and Applications
Table Genesys Telecommunication Laboratories Interactive Voice Response (IVR) Revenue, Gross Margin and Market Share (2016-2017)
Table 8x8 Basic Information, Manufacturing Base and Competitors
Table 8x8 Interactive Voice Response (IVR) Type and Applications
Table 8x8 Interactive Voice Response (IVR) Revenue, Gross Margin and Market Share (2016-2017)
Table AT&T Basic Information, Manufacturing Base and Competitors
Table AT&T Interactive Voice Response (IVR) Type and Applications
Table AT&T Interactive Voice Response (IVR) Revenue, Gross Margin and Market Share (2016-2017)
Table Avaya Basic Information, Manufacturing Base and Competitors
Table Avaya Interactive Voice Response (IVR) Type and Applications
Table Avaya Interactive Voice Response (IVR) Revenue, Gross Margin and Market Share (2016-2017)
Table Aspect Software Parent Basic Information, Manufacturing Base and Competitors
Table Aspect Software Parent Interactive Voice Response (IVR) Type and Applications
Table Aspect Software Parent Interactive Voice Response (IVR) Revenue, Gross Margin and Market Share (2016-2017)
Table 24/7 Customer Basic Information, Manufacturing Base and Competitors
Table 24/7 Customer Interactive Voice Response (IVR) Type and Applications
Table 24/7 Customer Interactive Voice Response (IVR) Revenue, Gross Margin and Market Share (2016-2017)
Table Verizon Communications Basic Information, Manufacturing Base and Competitors
Table Verizon Communications Interactive Voice Response (IVR) Type and Applications
Table Verizon Communications Interactive Voice Response (IVR) Revenue, Gross Margin and Market Share (2016-2017)

Table Five9 Basic Information, Manufacturing Base and Competitors

Table Five9 Interactive Voice Response (IVR) Type and Applications

Table Five9 Interactive Voice Response (IVR) Revenue, Gross Margin and Market Share (2016-2017)

Table Cisco Systems Basic Information, Manufacturing Base and Competitors

Table Cisco Systems Interactive Voice Response (IVR) Type and Applications

Table Cisco Systems Interactive Voice Response (IVR) Revenue, Gross Margin and Market Share (2016-2017)

Table Convergys Basic Information, Manufacturing Base and Competitors

Table Convergys Interactive Voice Response (IVR) Type and Applications

Table Convergys Interactive Voice Response (IVR) Revenue, Gross Margin and Market Share (2016-2017)

Table West Corporation Basic Information, Manufacturing Base and Competitors

Table West Corporation Interactive Voice Response (IVR) Type and Applications

Table West Corporation Interactive Voice Response (IVR) Revenue, Gross Margin and Market Share (2016-2017)

Table IVR Lab Basic Information, Manufacturing Base and Competitors

Table IVR Lab Interactive Voice Response (IVR) Type and Applications

Table IVR Lab Interactive Voice Response (IVR) Revenue, Gross Margin and Market Share (2016-2017)

Table NewVoiceMedia Basic Information, Manufacturing Base and Competitors

Table NewVoiceMedia Interactive Voice Response (IVR) Type and Applications

Table NewVoiceMedia Interactive Voice Response (IVR) Revenue, Gross Margin and Market Share (2016-2017)

Table Global Interactive Voice Response (IVR) Revenue (Million USD) by Players (2013-2018)

Table Global Interactive Voice Response (IVR) Revenue Share by Players (2013-2018)

Figure Global Interactive Voice Response (IVR) Revenue Share by Players in 2016

Figure Global Interactive Voice Response (IVR) Revenue Share by Players in 2017

Figure Global Top 5 Players Interactive Voice Response (IVR) Revenue Market Share in 2017

Figure Global Top 10 Players Interactive Voice Response (IVR) Revenue Market Share in 2017

Figure Global Interactive Voice Response (IVR) Revenue (Million USD) and Growth Rate (%) (2013-2018)

Table Global Interactive Voice Response (IVR) Revenue (Million USD) by Regions (2013-2018)

Table Global Interactive Voice Response (IVR) Revenue Market Share by Regions (2013-2018)

Figure Global Interactive Voice Response (IVR) Revenue Market Share by Regions (2013-2018)

Figure Global Interactive Voice Response (IVR) Revenue Market Share by Regions in 2017

Figure North America Interactive Voice Response (IVR) Revenue and Growth Rate (2013-2018)

Figure Europe Interactive Voice Response (IVR) Revenue and Growth Rate (2013-2018)

Figure Asia-Pacific Interactive Voice Response (IVR) Revenue and Growth Rate (2013-2018)

Figure South America Interactive Voice Response (IVR) Revenue and Growth Rate (2013-2018)

Figure Middle East and Africa Interactive Voice Response (IVR) Revenue and Growth Rate (2013-2018)

Table North America Interactive Voice Response (IVR) Revenue by Countries (2013-2018)

Table North America Interactive Voice Response (IVR) Revenue Market Share by Countries (2013-2018)

Figure North America Interactive Voice Response (IVR) Revenue Market Share by Countries (2013-2018)

Figure North America Interactive Voice Response (IVR) Revenue Market Share by Countries in 2017

Figure USA Interactive Voice Response (IVR) Revenue and Growth Rate (2013-2018)

Figure Canada Interactive Voice Response (IVR) Revenue and Growth Rate (2013-2018)

Figure Mexico Interactive Voice Response (IVR) Revenue and Growth Rate (2013-2018)

Table Europe Interactive Voice Response (IVR) Revenue (Million USD) by Countries (2013-2018)

Figure Europe Interactive Voice Response (IVR) Revenue Market Share by Countries (2013-2018)

Figure Europe Interactive Voice Response (IVR) Revenue Market Share by Countries in 2017

Figure Germany Interactive Voice Response (IVR) Revenue and Growth Rate (2013-2018)

Figure UK Interactive Voice Response (IVR) Revenue and Growth Rate (2013-2018)

Figure France Interactive Voice Response (IVR) Revenue and Growth Rate (2013-2018)

Figure Russia Interactive Voice Response (IVR) Revenue and Growth Rate

(2013-2018)

Figure Italy Interactive Voice Response (IVR) Revenue and Growth Rate (2013-2018)

Table Asia-Pacific Interactive Voice Response (IVR) Revenue (Million USD) by Countries (2013-2018)

Figure Asia-Pacific Interactive Voice Response (IVR) Revenue Market Share by Countries (2013-2018)

Figure Asia-Pacific Interactive Voice Response (IVR) Revenue Market Share by Countries in 2017

Figure China Interactive Voice Response (IVR) Revenue and Growth Rate (2013-2018)

Figure Japan Interactive Voice Response (IVR) Revenue and Growth Rate (2013-2018)

Figure Korea Interactive Voice Response (IVR) Revenue and Growth Rate (2013-2018)

Figure India Interactive Voice Response (IVR) Revenue and Growth Rate (2013-2018)

Figure Southeast Asia Interactive Voice Response (IVR) Revenue and Growth Rate (2013-2018)

Table South America Interactive Voice Response (IVR) Revenue by Countries (2013-2018)

Table South America Interactive Voice Response (IVR) Revenue Market Share by Countries (2013-2018)

Figure South America Interactive Voice Response (IVR) Revenue Market Share by Countries (2013-2018)

Figure South America Interactive Voice Response (IVR) Revenue Market Share by Countries in 2017

Figure Brazil Interactive Voice Response (IVR) Revenue and Growth Rate (2013-2018)

Figure Argentina Interactive Voice Response (IVR) Revenue and Growth Rate (2013-2018)

Figure Colombia Interactive Voice Response (IVR) Revenue and Growth Rate (2013-2018)

Table Middle East and Africa Interactive Voice Response (IVR) Revenue (Million USD) by Countries (2013-2018)

Table Middle East and Africa Interactive Voice Response (IVR) Revenue Market Share by Countries (2013-2018)

Figure Middle East and Africa Interactive Voice Response (IVR) Revenue Market Share by Countries (2013-2018)

Figure Middle East and Africa Interactive Voice Response (IVR) Revenue Market Share by Countries in 2017

Figure Saudi Arabia Interactive Voice Response (IVR) Revenue and Growth Rate (2013-2018)

Figure UAE Interactive Voice Response (IVR) Revenue and Growth Rate (2013-2018)

Figure Egypt Interactive Voice Response (IVR) Revenue and Growth Rate (2013-2018)

Figure Nigeria Interactive Voice Response (IVR) Revenue and Growth Rate (2013-2018)

Figure South Africa Interactive Voice Response (IVR) Revenue and Growth Rate (2013-2018)

Table Global Interactive Voice Response (IVR) Revenue (Million USD) by Type (2013-2018)

Table Global Interactive Voice Response (IVR) Revenue Share by Type (2013-2018)

Figure Global Interactive Voice Response (IVR) Revenue Share by Type (2013-2018)

Figure Global Interactive Voice Response (IVR) Revenue Share by Type in 2017

Table Global Interactive Voice Response (IVR) Revenue Forecast by Type (2018-2023)

Figure Global Interactive Voice Response (IVR) Market Share Forecast by Type (2018-2023)

Figure Global Speech Based Revenue Growth Rate (2013-2018)

Figure Global Touch-tone Based Revenue Growth Rate (2013-2018)

Table Global Interactive Voice Response (IVR) Revenue by Application (2013-2018)

Table Global Interactive Voice Response (IVR) Revenue Share by Application (2013-2018)

Figure Global Interactive Voice Response (IVR) Revenue Share by Application (2013-2018)

Figure Global Interactive Voice Response (IVR) Revenue Share by Application in 2017

Table Global Interactive Voice Response (IVR) Revenue Forecast by Application (2018-2023)

Figure Global Interactive Voice Response (IVR) Market Share Forecast by Application (2018-2023)

Figure Global BFSI Revenue Growth Rate (2013-2018)

Figure Global Travel and Hospitality Revenue Growth Rate (2013-2018)

Figure Global Pharma and Healthcare Revenue Growth Rate (2013-2018)

Figure Global Telecommunications Revenue Growth Rate (2013-2018)

Figure Global Government and Public Sector Revenue Growth Rate (2013-2018)

Figure Global Transportation and Logistics Revenue Growth Rate (2013-2018)

Figure Global ITES Revenue Growth Rate (2013-2018)

Figure Global Media, Retail, and E-commerce Revenue Growth Rate (2013-2018)

Figure Global Education Revenue Growth Rate (2013-2018)

Figure Global Interactive Voice Response (IVR) Revenue (Million USD) and Growth Rate Forecast (2018 -2023)

Table Global Interactive Voice Response (IVR) Revenue (Million USD) Forecast by Regions (2018-2023)

Figure Global Interactive Voice Response (IVR) Revenue Market Share Forecast by Regions (2018-2023)

Figure North America Interactive Voice Response (IVR) Revenue Market Forecast (2018-2023)

Figure Europe Interactive Voice Response (IVR) Revenue Market Forecast (2018-2023)

Figure Asia-Pacific Interactive Voice Response (IVR) Revenue Market Forecast (2018-2023)

Figure South America Interactive Voice Response (IVR) Revenue Market Forecast (2018-2023)

Figure Middle East and Africa Interactive Voice Response (IVR) Revenue Market Forecast (2018-2023)

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