

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

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