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Global Interactive Voice Response System 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.

Scope of the Report:

This report studies the Interactive Voice Response System 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 System market by product type and applications/end industries.
IVR systems are used to service high call volumes at lower cost. The use of IVR allows callers' queries to be resolved without a live agent. If callers do not find the information they need, the calls may be transferred to a live agent. The approach allows live agents to have more time to deal with complex interactions. When an IVR system answers multiple phone numbers, the use of DNIS ensures that the correct application and language is executed. A single large IVR system can handle calls for thousands of applications, each with its own phone numbers and script. IVR systems can be used for mobile purchases, banking payments and services, retail orders, utilities, travel information and weather conditions.
The global Interactive Voice Response System 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.

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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 System.
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 Communications

Genesys Telecommunication Laboratories

8x8

AT&T

Avaya

Aspect Software Parent

24/7 Customer

Verizon Communications

Five9

Cisco Systems

Convergys Corporation

West Corporation

IVR Lab

NewVoiceMedia

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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

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Education

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