

Global IVR System Market 2018 by Manufacturers, Regions, Type and Application, Forecast to 2023

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Abstracts

Interactive voice response (IVR) is an automotive telephony system that interacts with callers, collects data, and routes calls to appropriate recipient. It offers customer-self-service that helps reduce the dependence on live agents for resolving issues related to customer services. Aspect software, Inc, Avaya, Inc, and Cisco Systems, Inc, are some of the key players in the IVR system market.

Rise in demand of enhancing customer relationship management is expected to fuel the market during the forecast period. Further, growth in popularity of personalized IVR, rise in cloud-based IVR, and increase in adoption of IVR payment processing is also anticipated to boost the market growth. However, data security and privacy concern is expected to restrict the market growth. Moreover, increase in demand of IVR in emerging nations such as China, India, and Brazil is one of the major opportunity for the IVR system market.

SCOPE OF THE REPORT:

This report focuses on the IVR System in global market, especially in North America, Europe and Asia-Pacific, South America, Middle East and Africa. This report categorizes the market based on manufacturers, regions, type and application.

The worldwide market for IVR System is expected to grow at a CAGR of roughly xx% over the next five years, will reach xx million US\$ in 2023, from xx million US\$ in 2017, according to a new GIR (Global Info Research) study.

Market Segment by Manufacturers, this report covers

Aspect software Inc

Avaya Inc

Cisco Systems Inc

Convergys Crop

Dialogic Corporation

Mitel Networks Corporation

Nuance Communications Inc

True Image Interactive Inc

Verizon Communication Inc

Voicent Communications Inc

Enghouse Systems Limited

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 etc.)

Middle East and Africa (Saudi Arabia, UAE, Egypt, Nigeria and South Africa)

Market Segment by Type, covers

Outbound Services

Inbound Services

Market Segment by Applications, can be divided into

Banking Financial Services and Insurance (BFSI)

Healthcare

Hospitality

IT & Telecommunication

Others

There are 15 Chapters to deeply display the global IVR System market.

Chapter 1, to describe IVR System Introduction, product scope, market overview, market opportunities, market risk, market driving force;

Chapter 2, to analyze the top manufacturers of IVR System, with sales, revenue, and price of IVR System, in 2016 and 2017;

Chapter 3, to display the competitive situation among the top manufacturers, with sales, revenue and market share in 2016 and 2017;

Chapter 4, to show the global market by regions, with sales, revenue and market share of IVR System, for each region, from 2013 to 2018;

Chapter 5, 6, 7, 8 and 9, to analyze the market by countries, by type, by application and by manufacturers, with sales, revenue and market share by key countries in these regions;

Chapter 10 and 11, to show the market by type and application, with sales market share and growth rate by type, application, from 2013 to 2018;

Chapter 12, IVR System market forecast, by regions, type and application, with sales and revenue, from 2018 to 2023;

Chapter 13, 14 and 15, to describe IVR System sales channel, distributors, traders, dealers, Research Findings and Conclusion, appendix and data source

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