

Global Omnichannel Customer Support Outsourcing Market 2026 by Company, Regions, Type and Application, Forecast to 2032

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Abstracts

According to our (Global Info Research) latest study, the global Omnichannel Customer Support Outsourcing market size was valued at US\$ 88526 million in 2025 and is forecast to a readjusted size of US\$ 125357 million by 2032 with a CAGR of 5.1% during review period.

Omnichannel customer support outsourcing refers to businesses entrusting their customer service and customer support operations, in whole or in part, to professional third-party service providers. These providers offer a unified, continuous, and seamless service experience to end users through multiple customer contact channels, including telephone, email, online chat, SMS, social media, instant messaging software, mobile applications, video conferencing, and AI chatbots. Compared to traditional call center outsourcing, omnichannel customer support outsourcing emphasizes information synchronization and service continuity when customers switch between different communication channels. It utilizes CRM platforms, customer data platforms (CDP), ticketing systems, knowledge base systems, and artificial intelligence technologies to manage the customer journey, thereby improving customer satisfaction, retention rates, and brand loyalty. It is widely used in industries such as e-commerce, financial services, telecommunications, internet, retail, healthcare, travel, and software services.

The omnichannel customer support outsourcing market is expected to maintain rapid growth over the next five to ten years. On the one hand, digital transformation is driving businesses to continuously increase customer touchpoints. Consumers expect a consistent and immediate service experience across phone, chat, social media, and mobile devices, leading to a sustained increase in demand for professional omnichannel service capabilities. On the other hand, the rapid development of cross-border e-

commerce, global brand operations, and subscription-based business models necessitates 24/7, multilingual, and cross-time zone customer support systems. Outsourcing can significantly reduce fixed operating costs and improve service flexibility. Furthermore, generative artificial intelligence, large language models (LLM), automatic translation, intelligent quality inspection, and predictive analytics are reshaping industry operating models. The 'AI + human customer service' hybrid service will become the mainstream in the future, not only improving the productivity of individual customer service representatives but also driving the industry's transformation from a traditional cost center to a center for customer experience and customer value growth. Therefore, the industry as a whole still possesses strong growth potential and attracts significant capital attention.

This report is a detailed and comprehensive analysis for global Omnichannel Customer Support Outsourcing market. Both quantitative and qualitative analyses are presented by company, by region & country, by Type and by Application. As the market is constantly changing, this report explores the competition, supply and demand trends, as well as key factors that contribute to its changing demands across many markets. Company profiles and product examples of selected competitors, along with market share estimates of some of the selected leaders for the year 2025, are provided.

Key Features:

Global Omnichannel Customer Support Outsourcing market size and forecasts, in consumption value (\$ Million), 2021-2032

Global Omnichannel Customer Support Outsourcing market size and forecasts by region and country, in consumption value (\$ Million), 2021-2032

Global Omnichannel Customer Support Outsourcing market size and forecasts, by Type and by Application, in consumption value (\$ Million), 2021-2032

Global Omnichannel Customer Support Outsourcing market shares of main players, in revenue (\$ Million), 2021-2026

The Primary Objectives in This Report Are:

To determine the size of the total market opportunity of global and key countries

To assess the growth potential for Omnichannel Customer Support Outsourcing

To forecast future growth in each product and end-use market

To assess competitive factors affecting the marketplace

This report profiles key players in the global Omnichannel Customer Support Outsourcing market based on the following parameters - company overview, revenue, gross margin, product portfolio, geographical presence, and key developments. Key companies covered as a part of this study include Conduent, Sutherland Global, Foundever, Majorel, WNS Global Services, Firstsource Solutions, Infosys BPM, iQor, Concentrix, Alorica, etc.

This report also provides key insights about market drivers, restraints, opportunities, new product launches or approvals.

Market segmentation

Omnichannel Customer Support Outsourcing market is split by Type and by Application. For the period 2021-2032, the growth among segments provides accurate calculations and forecasts for Consumption Value by Type and by Application. This analysis can help you expand your business by targeting qualified niche markets.

Market segment by Type

Pure Human Customer Service Outsourcing

AI-Assisted Customer Service

Fully Automated AI Customer Service System

Market segment by Service Phase

Pre-sales Consultation

Order Processing

After-sales Service

Market segment by Application

Large Enterprises

SMEs

Market segment by players, this report covers

Conduent

Sutherland Global

Foundever

Majorel

WNS Global Services

Firstsource Solutions

Infosys BPM

iQor

Concentrix

Alorica

TaskUs

Transcosmos

Transcom

Arvato

Capita

Bellsystem24

SCSK ServiceWare

LG Uplus Contact Center

iSoftStone

TTEC

TELUS International

Teleperformance

Market segment by regions, regional analysis covers

North America (United States, Canada and Mexico)

Europe (Germany, France, UK, Russia, Italy and Rest of Europe)

Asia-Pacific (China, Japan, South Korea, India, Southeast Asia and Rest of Asia-Pacific)

South America (Brazil, Rest of South America)

Middle East & Africa (Turkey, Saudi Arabia, UAE, Rest of Middle East & Africa)

The content of the study subjects, includes a total of 13 chapters:

Chapter 1, to describe Omnichannel Customer Support Outsourcing product scope, market overview, market estimation caveats and base year.

Chapter 2, to profile the top players of Omnichannel Customer Support Outsourcing, with revenue, gross margin, and global market share of Omnichannel Customer Support Outsourcing from 2021 to 2026.

Chapter 3, the Omnichannel Customer Support Outsourcing competitive situation, revenue, and global market share of top players are analyzed emphatically by landscape contrast.

Chapter 4 and 5, to segment the market size by Type and by Application, with consumption value and growth rate by Type, by Application, from 2021 to 2032.

Chapter 6, 7, 8, 9, and 10, to break the market size data at the country level, with revenue and market share for key countries in the world, from 2021 to 2026. and Omnichannel Customer Support Outsourcing market forecast, by regions, by Type and by Application, with consumption value, from 2027 to 2032.

Chapter 11, market dynamics, drivers, restraints, trends, Porters Five Forces analysis.

Chapter 12, the key raw materials and key suppliers, and industry chain of Omnichannel Customer Support Outsourcing.

Chapter 13, to describe Omnichannel Customer Support Outsourcing research findings and conclusion.

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