

Global Omnichannel Customer Support Outsourcing Supply, Demand and Key Producers, 2026-2032

<https://marketpublishers.com/r/G2D04D26C05CEN.html>

Date: July 2026

Pages: 156

Price: US\$ 4,480.00 (Single User License)

ID: G2D04D26C05CEN

Abstracts

The global Omnichannel Customer Support Outsourcing market size is expected to reach \$ 125357 million by 2032, rising at a market growth of 5.1% CAGR during the forecast period (2026-2032).

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 studies the global Omnichannel Customer Support Outsourcing demand, key companies, and key regions.

This report is a detailed and comprehensive analysis of the world market for Omnichannel Customer Support Outsourcing, and provides market size (US\$ million) and Year-over-Year (YoY) growth, considering 2025 as the base year. This report explores demand trends and competition, as well as details the characteristics of Omnichannel Customer Support Outsourcing that contribute to its increasing demand across many markets.

Highlights and key features of the study

Global Omnichannel Customer Support Outsourcing total market, 2021-2032, (USD Million)

Global Omnichannel Customer Support Outsourcing total market by region & country, CAGR, 2021-2032, (USD Million)

U.S. VS China: Omnichannel Customer Support Outsourcing total market, key domestic companies, and share, (USD Million)

Global Omnichannel Customer Support Outsourcing revenue by player, revenue and market share 2021-2026, (USD Million)

Global Omnichannel Customer Support Outsourcing total market by Type, CAGR, 2021-2032, (USD Million)

Global Omnichannel Customer Support Outsourcing total market by Application, CAGR, 2021-2032, (USD Million)

This report profiles major 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.

Stakeholders would have ease in decision-making through various strategy matrices used in analyzing the world Omnichannel Customer Support Outsourcing market

Detailed Segmentation:

Each section contains quantitative market data including market by value (US\$ Millions), by player, by regions, by Type, and by Application. Data is given for the years 2021-2032 by year with 2025 as the base year, 2026 as the estimate year, and 2027-2032 as the forecast year.

Global Omnichannel Customer Support Outsourcing Market, By Region:

United States

China

Europe

Japan

South Korea

ASEAN

India

Rest of World

Global Omnichannel Customer Support Outsourcing Market, Segmentation by Type:

Pure Human Customer Service Outsourcing

AI-Assisted Customer Service

Fully Automated AI Customer Service System

Global Omnichannel Customer Support Outsourcing Market, Segmentation by Service Phase:

Pre-sales Consultation

Order Processing

After-sales Service

Global Omnichannel Customer Support Outsourcing Market, Segmentation by Application:

Large Enterprises

SMEs

Companies Profiled:

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

Key Questions Answered

1. How big is the global Omnichannel Customer Support Outsourcing market?
2. What is the demand of the global Omnichannel Customer Support Outsourcing market?
3. What is the year over year growth of the global Omnichannel Customer Support Outsourcing market?
4. What is the total value of the global Omnichannel Customer Support Outsourcing market?
5. Who are the Major Players in the global Omnichannel Customer Support Outsourcing

market?

6. What are the growth factors driving the market demand?

Contents

1 SUPPLY SUMMARY

- 1.1 Omnichannel Customer Support Outsourcing Introduction
- 1.2 World Omnichannel Customer Support Outsourcing Market Size & Forecast (2021 & 2025 & 2032)
- 1.3 World Omnichannel Customer Support Outsourcing Total Market by Region (by Headquarter Location)
 - 1.3.1 World Omnichannel Customer Support Outsourcing Market Size by Region (2021-2032), (by Headquarter Location)
 - 1.3.2 United States Based Company Omnichannel Customer Support Outsourcing Revenue (2021-2032)
 - 1.3.3 China Based Company Omnichannel Customer Support Outsourcing Revenue (2021-2032)
 - 1.3.4 Europe Based Company Omnichannel Customer Support Outsourcing Revenue (2021-2032)
 - 1.3.5 Japan Based Company Omnichannel Customer Support Outsourcing Revenue (2021-2032)
 - 1.3.6 South Korea Based Company Omnichannel Customer Support Outsourcing Revenue (2021-2032)
 - 1.3.7 ASEAN Based Company Omnichannel Customer Support Outsourcing Revenue (2021-2032)
 - 1.3.8 India Based Company Omnichannel Customer Support Outsourcing Revenue (2021-2032)
- 1.4 Market Drivers, Restraints and Trends
 - 1.4.1 Omnichannel Customer Support Outsourcing Market Drivers
 - 1.4.2 Factors Affecting Demand
 - 1.4.3 Major Market Trends

2 DEMAND SUMMARY

- 2.1 World Omnichannel Customer Support Outsourcing Consumption Value (2021-2032)
- 2.2 World Omnichannel Customer Support Outsourcing Consumption Value by Region
 - 2.2.1 World Omnichannel Customer Support Outsourcing Consumption Value by Region (2021-2026)
 - 2.2.2 World Omnichannel Customer Support Outsourcing Consumption Value Forecast by Region (2027-2032)

2.3 United States Omnichannel Customer Support Outsourcing Consumption Value (2021-2032)

2.4 China Omnichannel Customer Support Outsourcing Consumption Value (2021-2032)

2.5 Europe Omnichannel Customer Support Outsourcing Consumption Value (2021-2032)

2.6 Japan Omnichannel Customer Support Outsourcing Consumption Value (2021-2032)

2.7 South Korea Omnichannel Customer Support Outsourcing Consumption Value (2021-2032)

2.8 ASEAN Omnichannel Customer Support Outsourcing Consumption Value (2021-2032)

2.9 India Omnichannel Customer Support Outsourcing Consumption Value (2021-2032)

3 WORLD OMNICHANNEL CUSTOMER SUPPORT OUTSOURCING COMPANIES COMPETITIVE ANALYSIS

3.1 World Omnichannel Customer Support Outsourcing Revenue by Player (2021-2026)

3.2 Industry Rank and Concentration Rate (CR)

3.2.1 Global Omnichannel Customer Support Outsourcing Industry Rank of Major Players

3.2.2 Global Concentration Ratios (CR4) for Omnichannel Customer Support Outsourcing in 2025

3.2.3 Global Concentration Ratios (CR8) for Omnichannel Customer Support Outsourcing in 2025

3.3 Omnichannel Customer Support Outsourcing Company Evaluation Quadrant

3.4 Omnichannel Customer Support Outsourcing Market: Overall Company Footprint Analysis

3.4.1 Omnichannel Customer Support Outsourcing Market: Region Footprint

3.4.2 Omnichannel Customer Support Outsourcing Market: Company Product Type Footprint

3.4.3 Omnichannel Customer Support Outsourcing Market: Company Product Application Footprint

3.5 Competitive Environment

3.5.1 Historical Structure of the Industry

3.5.2 Barriers of Market Entry

3.5.3 Factors of Competition

3.6 Mergers & Acquisitions Activity

4 UNITED STATES VS CHINA VS REST OF WORLD (BY HEADQUARTER LOCATION)

4.1 United States VS China: Omnichannel Customer Support Outsourcing Revenue Comparison (by Headquarter Location)

4.1.1 United States VS China: Omnichannel Customer Support Outsourcing Revenue Comparison (2021 & 2025 & 2032) (by Headquarter Location)

4.1.2 United States VS China: Omnichannel Customer Support Outsourcing Revenue Market Share Comparison (2021 & 2025 & 2032)

4.2 United States Based Companies VS China Based Companies: Omnichannel Customer Support Outsourcing Consumption Value Comparison

4.2.1 United States VS China: Omnichannel Customer Support Outsourcing Consumption Value Comparison (2021 & 2025 & 2032)

4.2.2 United States VS China: Omnichannel Customer Support Outsourcing Consumption Value Market Share Comparison (2021 & 2025 & 2032)

4.3 United States Based Omnichannel Customer Support Outsourcing Companies and Market Share, 2021-2026

4.3.1 United States Based Omnichannel Customer Support Outsourcing Companies, Headquarters (States, Country)

4.3.2 United States Based Companies Omnichannel Customer Support Outsourcing Revenue, (2021-2026)

4.4 China Based Companies Omnichannel Customer Support Outsourcing Revenue and Market Share, 2021-2026

4.4.1 China Based Omnichannel Customer Support Outsourcing Companies, Company Headquarters (Province, Country)

4.4.2 China Based Companies Omnichannel Customer Support Outsourcing Revenue, (2021-2026)

4.5 Rest of World Based Omnichannel Customer Support Outsourcing Companies and Market Share, 2021-2026

4.5.1 Rest of World Based Omnichannel Customer Support Outsourcing Companies, Headquarters (Province, Country)

4.5.2 Rest of World Based Companies Omnichannel Customer Support Outsourcing Revenue (2021-2026)

5 MARKET ANALYSIS BY TYPE

5.1 World Omnichannel Customer Support Outsourcing Market Size Overview by Type: 2021 VS 2025 VS 2032

5.2 Segment Introduction by Type

5.2.1 Pure Human Customer Service Outsourcing

5.2.2 AI-Assisted Customer Service

5.2.3 Fully Automated AI Customer Service System

5.3 Market Segment by Type

5.3.1 World Omnichannel Customer Support Outsourcing Market Size by Type
(2021-2026)

5.3.2 World Omnichannel Customer Support Outsourcing Market Size by Type
(2027-2032)

5.3.3 World Omnichannel Customer Support Outsourcing Market Size Market Share
by Type (2027-2032)

6 MARKET ANALYSIS BY SERVICE PHASE

6.1 World Omnichannel Customer Support Outsourcing Market Size Overview by
Service Phase: 2021 VS 2025 VS 2032

6.2 Segment Introduction by Service Phase

6.2.1 Pre-sales Consultation

6.2.2 Order Processing

6.2.3 After-sales Service

6.3 Market Segment by Service Phase

6.3.1 World Omnichannel Customer Support Outsourcing Market Size by Service
Phase (2021-2026)

6.3.2 World Omnichannel Customer Support Outsourcing Market Size by Service
Phase (2027-2032)

6.3.3 World Omnichannel Customer Support Outsourcing Market Size Market Share
by Service Phase (2027-2032)

7 MARKET ANALYSIS BY APPLICATION

7.1 World Omnichannel Customer Support Outsourcing Market Size Overview by
Application: 2021 VS 2025 VS 2032

7.2 Segment Introduction by Application

7.2.1 Large Enterprises

7.2.2 SMEs

7.3 Market Segment by Application

7.3.1 World Omnichannel Customer Support Outsourcing Market Size by Application
(2021-2026)

7.3.2 World Omnichannel Customer Support Outsourcing Market Size by Application
(2027-2032)

7.3.3 World Omnichannel Customer Support Outsourcing Market Size Market Share by Application (2021-2032)

8 COMPANY PROFILES

8.1 Conduent

8.1.1 Conduent Details

8.1.2 Conduent Major Business

8.1.3 Conduent Omnichannel Customer Support Outsourcing Product and Services

8.1.4 Conduent Omnichannel Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026)

8.1.5 Conduent Recent Developments/Updates

8.1.6 Conduent Competitive Strengths & Weaknesses

8.2 Sutherland Global

8.2.1 Sutherland Global Details

8.2.2 Sutherland Global Major Business

8.2.3 Sutherland Global Omnichannel Customer Support Outsourcing Product and Services

8.2.4 Sutherland Global Omnichannel Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026)

8.2.5 Sutherland Global Recent Developments/Updates

8.2.6 Sutherland Global Competitive Strengths & Weaknesses

8.3 Foundever

8.3.1 Foundever Details

8.3.2 Foundever Major Business

8.3.3 Foundever Omnichannel Customer Support Outsourcing Product and Services

8.3.4 Foundever Omnichannel Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026)

8.3.5 Foundever Recent Developments/Updates

8.3.6 Foundever Competitive Strengths & Weaknesses

8.4 Majorel

8.4.1 Majorel Details

8.4.2 Majorel Major Business

8.4.3 Majorel Omnichannel Customer Support Outsourcing Product and Services

8.4.4 Majorel Omnichannel Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026)

8.4.5 Majorel Recent Developments/Updates

8.4.6 Majorel Competitive Strengths & Weaknesses

8.5 WNS Global Services

- 8.5.1 WNS Global Services Details
- 8.5.2 WNS Global Services Major Business
- 8.5.3 WNS Global Services Omnichannel Customer Support Outsourcing Product and Services
- 8.5.4 WNS Global Services Omnichannel Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026)
- 8.5.5 WNS Global Services Recent Developments/Updates
- 8.5.6 WNS Global Services Competitive Strengths & Weaknesses
- 8.6 Firstsource Solutions
 - 8.6.1 Firstsource Solutions Details
 - 8.6.2 Firstsource Solutions Major Business
 - 8.6.3 Firstsource Solutions Omnichannel Customer Support Outsourcing Product and Services
 - 8.6.4 Firstsource Solutions Omnichannel Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026)
 - 8.6.5 Firstsource Solutions Recent Developments/Updates
 - 8.6.6 Firstsource Solutions Competitive Strengths & Weaknesses
- 8.7 Infosys BPM
 - 8.7.1 Infosys BPM Details
 - 8.7.2 Infosys BPM Major Business
 - 8.7.3 Infosys BPM Omnichannel Customer Support Outsourcing Product and Services
 - 8.7.4 Infosys BPM Omnichannel Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026)
 - 8.7.5 Infosys BPM Recent Developments/Updates
 - 8.7.6 Infosys BPM Competitive Strengths & Weaknesses
- 8.8 iQor
 - 8.8.1 iQor Details
 - 8.8.2 iQor Major Business
 - 8.8.3 iQor Omnichannel Customer Support Outsourcing Product and Services
 - 8.8.4 iQor Omnichannel Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026)
 - 8.8.5 iQor Recent Developments/Updates
 - 8.8.6 iQor Competitive Strengths & Weaknesses
- 8.9 Concentrix
 - 8.9.1 Concentrix Details
 - 8.9.2 Concentrix Major Business
 - 8.9.3 Concentrix Omnichannel Customer Support Outsourcing Product and Services
 - 8.9.4 Concentrix Omnichannel Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026)

- 8.9.5 Concentrix Recent Developments/Updates
- 8.9.6 Concentrix Competitive Strengths & Weaknesses
- 8.10 Alorica
 - 8.10.1 Alorica Details
 - 8.10.2 Alorica Major Business
 - 8.10.3 Alorica Omnichannel Customer Support Outsourcing Product and Services
 - 8.10.4 Alorica Omnichannel Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026)
 - 8.10.5 Alorica Recent Developments/Updates
 - 8.10.6 Alorica Competitive Strengths & Weaknesses
- 8.11 TaskUs
 - 8.11.1 TaskUs Details
 - 8.11.2 TaskUs Major Business
 - 8.11.3 TaskUs Omnichannel Customer Support Outsourcing Product and Services
 - 8.11.4 TaskUs Omnichannel Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026)
 - 8.11.5 TaskUs Recent Developments/Updates
 - 8.11.6 TaskUs Competitive Strengths & Weaknesses
- 8.12 Transcosmos
 - 8.12.1 Transcosmos Details
 - 8.12.2 Transcosmos Major Business
 - 8.12.3 Transcosmos Omnichannel Customer Support Outsourcing Product and Services
 - 8.12.4 Transcosmos Omnichannel Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026)
 - 8.12.5 Transcosmos Recent Developments/Updates
 - 8.12.6 Transcosmos Competitive Strengths & Weaknesses
- 8.13 Transcom
 - 8.13.1 Transcom Details
 - 8.13.2 Transcom Major Business
 - 8.13.3 Transcom Omnichannel Customer Support Outsourcing Product and Services
 - 8.13.4 Transcom Omnichannel Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026)
 - 8.13.5 Transcom Recent Developments/Updates
 - 8.13.6 Transcom Competitive Strengths & Weaknesses
- 8.14 Arvato
 - 8.14.1 Arvato Details
 - 8.14.2 Arvato Major Business
 - 8.14.3 Arvato Omnichannel Customer Support Outsourcing Product and Services

8.14.4 Arvato Omnichannel Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026)

8.14.5 Arvato Recent Developments/Updates

8.14.6 Arvato Competitive Strengths & Weaknesses

8.15 Capita

8.15.1 Capita Details

8.15.2 Capita Major Business

8.15.3 Capita Omnichannel Customer Support Outsourcing Product and Services

8.15.4 Capita Omnichannel Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026)

8.15.5 Capita Recent Developments/Updates

8.15.6 Capita Competitive Strengths & Weaknesses

8.16 Bellsystem24

8.16.1 Bellsystem24 Details

8.16.2 Bellsystem24 Major Business

8.16.3 Bellsystem24 Omnichannel Customer Support Outsourcing Product and Services

8.16.4 Bellsystem24 Omnichannel Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026)

8.16.5 Bellsystem24 Recent Developments/Updates

8.16.6 Bellsystem24 Competitive Strengths & Weaknesses

8.17 SCSK ServiceWare

8.17.1 SCSK ServiceWare Details

8.17.2 SCSK ServiceWare Major Business

8.17.3 SCSK ServiceWare Omnichannel Customer Support Outsourcing Product and Services

8.17.4 SCSK ServiceWare Omnichannel Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026)

8.17.5 SCSK ServiceWare Recent Developments/Updates

8.17.6 SCSK ServiceWare Competitive Strengths & Weaknesses

8.18 LG Uplus Contact Center

8.18.1 LG Uplus Contact Center Details

8.18.2 LG Uplus Contact Center Major Business

8.18.3 LG Uplus Contact Center Omnichannel Customer Support Outsourcing Product and Services

8.18.4 LG Uplus Contact Center Omnichannel Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026)

8.18.5 LG Uplus Contact Center Recent Developments/Updates

8.18.6 LG Uplus Contact Center Competitive Strengths & Weaknesses

8.19 iSoftStone

8.19.1 iSoftStone Details

8.19.2 iSoftStone Major Business

8.19.3 iSoftStone Omnichannel Customer Support Outsourcing Product and Services

8.19.4 iSoftStone Omnichannel Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026)

8.19.5 iSoftStone Recent Developments/Updates

8.19.6 iSoftStone Competitive Strengths & Weaknesses

8.20 TTEC

8.20.1 TTEC Details

8.20.2 TTEC Major Business

8.20.3 TTEC Omnichannel Customer Support Outsourcing Product and Services

8.20.4 TTEC Omnichannel Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026)

8.20.5 TTEC Recent Developments/Updates

8.20.6 TTEC Competitive Strengths & Weaknesses

8.21 TELUS International

8.21.1 TELUS International Details

8.21.2 TELUS International Major Business

8.21.3 TELUS International Omnichannel Customer Support Outsourcing Product and Services

8.21.4 TELUS International Omnichannel Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026)

8.21.5 TELUS International Recent Developments/Updates

8.21.6 TELUS International Competitive Strengths & Weaknesses

8.22 Teleperformance

8.22.1 Teleperformance Details

8.22.2 Teleperformance Major Business

8.22.3 Teleperformance Omnichannel Customer Support Outsourcing Product and Services

8.22.4 Teleperformance Omnichannel Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026)

8.22.5 Teleperformance Recent Developments/Updates

8.22.6 Teleperformance Competitive Strengths & Weaknesses

9 INDUSTRY CHAIN ANALYSIS

9.1 Omnichannel Customer Support Outsourcing Industry Chain

9.2 Omnichannel Customer Support Outsourcing Upstream Analysis

9.3 Omnichannel Customer Support Outsourcing Midstream Analysis

9.4 Omnichannel Customer Support Outsourcing Downstream Analysis

10 RESEARCH FINDINGS AND CONCLUSION

11 APPENDIX

11.1 Methodology

11.2 Research Process and Data Source

11.3 Disclaimer

List Of Tables

LIST OF TABLES

Table 1. World Omnichannel Customer Support Outsourcing Revenue by Region (2021, 2025 and 2032) & (USD Million), (by Headquarter Location)

Table 2. World Omnichannel Customer Support Outsourcing Revenue by Region (2021-2026) & (USD Million), (by Headquarter Location)

Table 3. World Omnichannel Customer Support Outsourcing Revenue by Region (2027-2032) & (USD Million), (by Headquarter Location)

Table 4. World Omnichannel Customer Support Outsourcing Revenue Market Share by Region (2021-2026), (by Headquarter Location)

Table 5. World Omnichannel Customer Support Outsourcing Revenue Market Share by Region (2027-2032), (by Headquarter Location)

Table 6. Major Market Trends

Table 7. World Omnichannel Customer Support Outsourcing Consumption Value Growth Rate Forecast by Region (2021 & 2025 & 2032) & (USD Million)

Table 8. World Omnichannel Customer Support Outsourcing Consumption Value by Region (2021-2026) & (USD Million)

Table 9. World Omnichannel Customer Support Outsourcing Consumption Value Forecast by Region (2027-2032) & (USD Million)

Table 10. World Omnichannel Customer Support Outsourcing Revenue by Player (2021-2026) & (USD Million)

Table 11. Revenue Market Share of Key Omnichannel Customer Support Outsourcing Players in 2025

Table 12. World Omnichannel Customer Support Outsourcing Industry Rank of Major Player, Based on Revenue in 2025

Table 13. Global Omnichannel Customer Support Outsourcing Company Evaluation Quadrant

Table 14. Head Office of Key Omnichannel Customer Support Outsourcing Players

Table 15. Omnichannel Customer Support Outsourcing Market: Company Product Type Footprint

Table 16. Omnichannel Customer Support Outsourcing Market: Company Product Application Footprint

Table 17. Omnichannel Customer Support Outsourcing Mergers & Acquisitions Activity

Table 18. United States VS China Omnichannel Customer Support Outsourcing Revenue Comparison, (2021 & 2025 & 2032) & (USD Million)

Table 19. United States VS China Omnichannel Customer Support Outsourcing Consumption Value Comparison, (2021 & 2025 & 2032) & (USD Million)

Table 20. United States Based Omnichannel Customer Support Outsourcing Companies, Headquarters (States, Country)	
Table 21. United States Based Companies Omnichannel Customer Support Outsourcing Revenue, (2021-2026) & (USD Million)	
Table 22. United States Based Companies Omnichannel Customer Support Outsourcing Revenue Market Share (2021-2026)	
Table 23. China Based Omnichannel Customer Support Outsourcing Companies, Headquarters (Province, Country)	
Table 24. China Based Companies Omnichannel Customer Support Outsourcing Revenue, (2021-2026) & (USD Million)	
Table 25. China Based Companies Omnichannel Customer Support Outsourcing Revenue Market Share (2021-2026)	
Table 26. Rest of World Based Omnichannel Customer Support Outsourcing Companies, Headquarters (Province, Country)	
Table 27. Rest of World Based Companies Omnichannel Customer Support Outsourcing Revenue (2021-2026) & (USD Million)	
Table 28. Rest of World Based Companies Omnichannel Customer Support Outsourcing Revenue Market Share (2021-2026)	
Table 29. World Omnichannel Customer Support Outsourcing Market Size by Type, (USD Million), 2021 & 2025 & 2032	
Table 30. World Omnichannel Customer Support Outsourcing Market Size Value by Type (2021-2026) & (USD Million)	
Table 31. World Omnichannel Customer Support Outsourcing Market Size by Type (2027-2032) & (USD Million)	
Table 32. World Omnichannel Customer Support Outsourcing Market Size by Service Phase, (USD Million), 2021 & 2025 & 2032	
Table 33. World Omnichannel Customer Support Outsourcing Market Size Value by Service Phase (2021-2026) & (USD Million)	
Table 34. World Omnichannel Customer Support Outsourcing Market Size by Service Phase (2027-2032) & (USD Million)	
Table 35. World Omnichannel Customer Support Outsourcing Market Size by Application, (USD Million), 2021 & 2025 & 2032	
Table 36. World Omnichannel Customer Support Outsourcing Market Size by Application (2021-2026) & (USD Million)	
Table 37. World Omnichannel Customer Support Outsourcing Market Size by Application (2027-2032) & (USD Million)	
Table 38. Conduent Basic Information, Manufacturing Base and Competitors	
Table 39. Conduent Major Business	
Table 40. Conduent Omnichannel Customer Support Outsourcing Product and Services	

Table 41. Conduent Omnichannel Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026) & (USD Million)

Table 42. Conduent Recent Developments/Updates

Table 43. Conduent Competitive Strengths & Weaknesses

Table 44. Sutherland Global Basic Information, Manufacturing Base and Competitors

Table 45. Sutherland Global Major Business

Table 46. Sutherland Global Omnichannel Customer Support Outsourcing Product and Services

Table 47. Sutherland Global Omnichannel Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026) & (USD Million)

Table 48. Sutherland Global Recent Developments/Updates

Table 49. Sutherland Global Competitive Strengths & Weaknesses

Table 50. Foundever Basic Information, Manufacturing Base and Competitors

Table 51. Foundever Major Business

Table 52. Foundever Omnichannel Customer Support Outsourcing Product and Services

Table 53. Foundever Omnichannel Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026) & (USD Million)

Table 54. Foundever Recent Developments/Updates

Table 55. Foundever Competitive Strengths & Weaknesses

Table 56. Majorel Basic Information, Manufacturing Base and Competitors

Table 57. Majorel Major Business

Table 58. Majorel Omnichannel Customer Support Outsourcing Product and Services

Table 59. Majorel Omnichannel Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026) & (USD Million)

Table 60. Majorel Recent Developments/Updates

Table 61. Majorel Competitive Strengths & Weaknesses

Table 62. WNS Global Services Basic Information, Manufacturing Base and Competitors

Table 63. WNS Global Services Major Business

Table 64. WNS Global Services Omnichannel Customer Support Outsourcing Product and Services

Table 65. WNS Global Services Omnichannel Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026) & (USD Million)

Table 66. WNS Global Services Recent Developments/Updates

Table 67. WNS Global Services Competitive Strengths & Weaknesses

Table 68. Firstsource Solutions Basic Information, Manufacturing Base and Competitors

Table 69. Firstsource Solutions Major Business

Table 70. Firstsource Solutions Omnichannel Customer Support Outsourcing Product

and Services

Table 71. Firstsource Solutions Omnichannel Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026) & (USD Million)

Table 72. Firstsource Solutions Recent Developments/Updates

Table 73. Firstsource Solutions Competitive Strengths & Weaknesses

Table 74. Infosys BPM Basic Information, Manufacturing Base and Competitors

Table 75. Infosys BPM Major Business

Table 76. Infosys BPM Omnichannel Customer Support Outsourcing Product and Services

Table 77. Infosys BPM Omnichannel Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026) & (USD Million)

Table 78. Infosys BPM Recent Developments/Updates

Table 79. Infosys BPM Competitive Strengths & Weaknesses

Table 80. iQor Basic Information, Manufacturing Base and Competitors

Table 81. iQor Major Business

Table 82. iQor Omnichannel Customer Support Outsourcing Product and Services

Table 83. iQor Omnichannel Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026) & (USD Million)

Table 84. iQor Recent Developments/Updates

Table 85. iQor Competitive Strengths & Weaknesses

Table 86. Concentrix Basic Information, Manufacturing Base and Competitors

Table 87. Concentrix Major Business

Table 88. Concentrix Omnichannel Customer Support Outsourcing Product and Services

Table 89. Concentrix Omnichannel Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026) & (USD Million)

Table 90. Concentrix Recent Developments/Updates

Table 91. Concentrix Competitive Strengths & Weaknesses

Table 92. Alorica Basic Information, Manufacturing Base and Competitors

Table 93. Alorica Major Business

Table 94. Alorica Omnichannel Customer Support Outsourcing Product and Services

Table 95. Alorica Omnichannel Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026) & (USD Million)

Table 96. Alorica Recent Developments/Updates

Table 97. Alorica Competitive Strengths & Weaknesses

Table 98. TaskUs Basic Information, Manufacturing Base and Competitors

Table 99. TaskUs Major Business

Table 100. TaskUs Omnichannel Customer Support Outsourcing Product and Services

Table 101. TaskUs Omnichannel Customer Support Outsourcing Revenue, Gross

Margin and Market Share (2021-2026) & (USD Million)

Table 102. TaskUs Recent Developments/Updates

Table 103. TaskUs Competitive Strengths & Weaknesses

Table 104. Transcosmos Basic Information, Manufacturing Base and Competitors

Table 105. Transcosmos Major Business

Table 106. Transcosmos Omnichannel Customer Support Outsourcing Product and Services

Table 107. Transcosmos Omnichannel Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026) & (USD Million)

Table 108. Transcosmos Recent Developments/Updates

Table 109. Transcosmos Competitive Strengths & Weaknesses

Table 110. Transcom Basic Information, Manufacturing Base and Competitors

Table 111. Transcom Major Business

Table 112. Transcom Omnichannel Customer Support Outsourcing Product and Services

Table 113. Transcom Omnichannel Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026) & (USD Million)

Table 114. Transcom Recent Developments/Updates

Table 115. Transcom Competitive Strengths & Weaknesses

Table 116. Arvato Basic Information, Manufacturing Base and Competitors

Table 117. Arvato Major Business

Table 118. Arvato Omnichannel Customer Support Outsourcing Product and Services

Table 119. Arvato Omnichannel Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026) & (USD Million)

Table 120. Arvato Recent Developments/Updates

Table 121. Arvato Competitive Strengths & Weaknesses

Table 122. Capita Basic Information, Manufacturing Base and Competitors

Table 123. Capita Major Business

Table 124. Capita Omnichannel Customer Support Outsourcing Product and Services

Table 125. Capita Omnichannel Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026) & (USD Million)

Table 126. Capita Recent Developments/Updates

Table 127. Capita Competitive Strengths & Weaknesses

Table 128. Bellsystem24 Basic Information, Manufacturing Base and Competitors

Table 129. Bellsystem24 Major Business

Table 130. Bellsystem24 Omnichannel Customer Support Outsourcing Product and Services

Table 131. Bellsystem24 Omnichannel Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026) & (USD Million)

Table 132. Bellsystem24 Recent Developments/Updates
Table 133. Bellsystem24 Competitive Strengths & Weaknesses
Table 134. SCSK ServiceWare Basic Information, Manufacturing Base and Competitors
Table 135. SCSK ServiceWare Major Business
Table 136. SCSK ServiceWare Omnichannel Customer Support Outsourcing Product and Services
Table 137. SCSK ServiceWare Omnichannel Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026) & (USD Million)
Table 138. SCSK ServiceWare Recent Developments/Updates
Table 139. SCSK ServiceWare Competitive Strengths & Weaknesses
Table 140. LG Uplus Contact Center Basic Information, Manufacturing Base and Competitors
Table 141. LG Uplus Contact Center Major Business
Table 142. LG Uplus Contact Center Omnichannel Customer Support Outsourcing Product and Services
Table 143. LG Uplus Contact Center Omnichannel Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026) & (USD Million)
Table 144. LG Uplus Contact Center Recent Developments/Updates
Table 145. LG Uplus Contact Center Competitive Strengths & Weaknesses
Table 146. iSoftStone Basic Information, Manufacturing Base and Competitors
Table 147. iSoftStone Major Business
Table 148. iSoftStone Omnichannel Customer Support Outsourcing Product and Services
Table 149. iSoftStone Omnichannel Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026) & (USD Million)
Table 150. iSoftStone Recent Developments/Updates
Table 151. iSoftStone Competitive Strengths & Weaknesses
Table 152. TTEC Basic Information, Manufacturing Base and Competitors
Table 153. TTEC Major Business
Table 154. TTEC Omnichannel Customer Support Outsourcing Product and Services
Table 155. TTEC Omnichannel Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026) & (USD Million)
Table 156. TTEC Recent Developments/Updates
Table 157. TTEC Competitive Strengths & Weaknesses
Table 158. TELUS International Basic Information, Manufacturing Base and Competitors
Table 159. TELUS International Major Business
Table 160. TELUS International Omnichannel Customer Support Outsourcing Product and Services

Table 161. TELUS International Omnichannel Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026) & (USD Million)

Table 162. TELUS International Recent Developments/Updates

Table 163. TELUS International Competitive Strengths & Weaknesses

Table 164. Teleperformance Basic Information, Manufacturing Base and Competitors

Table 165. Teleperformance Major Business

Table 166. Teleperformance Omnichannel Customer Support Outsourcing Product and Services

Table 167. Teleperformance Omnichannel Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026) & (USD Million)

Table 168. Teleperformance Recent Developments/Updates

Table 169. Teleperformance Competitive Strengths & Weaknesses

Table 170. Global Key Players of Omnichannel Customer Support Outsourcing Upstream (Raw Materials)

Table 171. Global Omnichannel Customer Support Outsourcing Typical Customers

List Of Figures

LIST OF FIGURES

Figure 1. Omnichannel Customer Support Outsourcing Picture

Figure 2. World Omnichannel Customer Support Outsourcing Total Revenue: 2021 & 2025 & 2032, (USD Million)

Figure 3. World Omnichannel Customer Support Outsourcing Total Revenue (2021-2032) & (USD Million)

Figure 4. World Omnichannel Customer Support Outsourcing Revenue by Region (2021, 2025 and 2032) & (USD Million), (by Headquarter Location)

Figure 5. World Omnichannel Customer Support Outsourcing Revenue Market Share by Region (2021-2032), (by Headquarter Location)

Figure 6. United States Based Company Omnichannel Customer Support Outsourcing Revenue (2021-2032) & (USD Million)

Figure 7. China Based Company Omnichannel Customer Support Outsourcing Revenue (2021-2032) & (USD Million)

Figure 8. Europe Based Company Omnichannel Customer Support Outsourcing Revenue (2021-2032) & (USD Million)

Figure 9. Japan Based Company Omnichannel Customer Support Outsourcing Revenue (2021-2032) & (USD Million)

Figure 10. South Korea Based Company Omnichannel Customer Support Outsourcing Revenue (2021-2032) & (USD Million)

Figure 11. ASEAN Based Company Omnichannel Customer Support Outsourcing Revenue (2021-2032) & (USD Million)

Figure 12. India Based Company Omnichannel Customer Support Outsourcing Revenue (2021-2032) & (USD Million)

Figure 13. Omnichannel Customer Support Outsourcing Market Drivers

Figure 14. Factors Affecting Demand

Figure 15. World Omnichannel Customer Support Outsourcing Consumption Value (2021-2032) & (USD Million)

Figure 16. World Omnichannel Customer Support Outsourcing Consumption Value Market Share by Region (2021-2032)

Figure 17. United States Omnichannel Customer Support Outsourcing Consumption Value (2021-2032) & (USD Million)

Figure 18. China Omnichannel Customer Support Outsourcing Consumption Value (2021-2032) & (USD Million)

Figure 19. Europe Omnichannel Customer Support Outsourcing Consumption Value (2021-2032) & (USD Million)

Figure 20. Japan Omnichannel Customer Support Outsourcing Consumption Value (2021-2032) & (USD Million)

Figure 21. South Korea Omnichannel Customer Support Outsourcing Consumption Value (2021-2032) & (USD Million)

Figure 22. ASEAN Omnichannel Customer Support Outsourcing Consumption Value (2021-2032) & (USD Million)

Figure 23. India Omnichannel Customer Support Outsourcing Consumption Value (2021-2032) & (USD Million)

Figure 24. Producer Shipments of Omnichannel Customer Support Outsourcing by Player Revenue (\$MM) and Market Share (%): 2025

Figure 25. Global Four-firm Concentration Ratios (CR4) for Omnichannel Customer Support Outsourcing Markets in 2025

Figure 26. Global Four-firm Concentration Ratios (CR8) for Omnichannel Customer Support Outsourcing Markets in 2025

Figure 27. United States VS China: Omnichannel Customer Support Outsourcing Revenue Market Share Comparison (2021 & 2025 & 2032)

Figure 28. United States VS China: Omnichannel Customer Support Outsourcing Consumption Value Market Share Comparison (2021 & 2025 & 2032)

Figure 29. World Omnichannel Customer Support Outsourcing Market Size by Type, (USD Million), 2021 & 2025 & 2032

Figure 30. World Omnichannel Customer Support Outsourcing Market Size Market Share by Type in 2025

Figure 31. Pure Human Customer Service Outsourcing

Figure 32. AI-Assisted Customer Service

Figure 33. Fully Automated AI Customer Service System

Figure 34. World Omnichannel Customer Support Outsourcing Market Size Market Share by Type (2021-2032)

Figure 35. World Omnichannel Customer Support Outsourcing Market Size by Service Phase, (USD Million), 2021 & 2025 & 2032

Figure 36. World Omnichannel Customer Support Outsourcing Market Size Market Share by Service Phase in 2025

Figure 37. Pre-sales Consultation

Figure 38. Order Processing

Figure 39. After-sales Service

Figure 40. World Omnichannel Customer Support Outsourcing Market Size Market Share by Service Phase (2021-2032)

Figure 41. World Omnichannel Customer Support Outsourcing Market Size by Application, (USD Million), 2021 & 2025 & 2032

Figure 42. World Omnichannel Customer Support Outsourcing Market Size Market

Share by Application in 2025

Figure 43. Large Enterprises

Figure 44. SMEs

Figure 45. World Omnichannel Customer Support Outsourcing Market Size Market

Share by Application (2021-2032)

Figure 46. Omnichannel Customer Support Outsourcing Industrial Chain

Figure 47. Methodology

Figure 48. Research Process and Data Source

I would like to order

Product name: Global Omnichannel Customer Support Outsourcing Supply, Demand and Key Producers, 2026-2032

Product link: <https://marketpublishers.com/r/G2D04D26C05CEN.html>

Price: US\$ 4,480.00 (Single User License / Electronic Delivery)

If you want to order Corporate License or Hard Copy, please, contact our Customer Service:

info@marketpublishers.com

Payment

To pay by Credit Card (Visa, MasterCard, American Express, PayPal), please, click button on product page <https://marketpublishers.com/r/G2D04D26C05CEN.html>