

Global Outsourced Call Centers (Outsourced Contact Centers) Supply, Demand and Key Producers, 2026-2032

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Abstracts

The global Outsourced Call Centers (Outsourced Contact Centers) market size is expected to reach \$ 196801 million by 2032, rising at a market growth of 6.6% CAGR during the forecast period (2026-2032).

Outsourced Call Centers (Outsourced Contact Centers) are third-party service providers that deliver customer support, technical assistance, sales outreach, and other contact operations on behalf of client companies. They manage staffing, training, infrastructure, and performance metrics while integrating communication channels such as voice, email, chat, and social messaging to provide consistent customer experiences at scale. Outsourced call center pricing is typically based on per-agent seat fees (charged per month or per year), usage-based fees (such as per minute, per call, or per ticket handled), and outcome- or performance-based pricing linked to KPIs like sales conversion, customer satisfaction, or service levels; in practice, most contracts use a hybrid model that combines a fixed seat fee with variable usage or performance components to balance cost control and service quality.

Key drivers include rising demand for high-quality customer care across digital and voice channels as customer expectations grow, the cost advantages of leveraging specialized service suppliers in best-shore locations, and enterprise focus on core competencies leading to outsourcing of non-core operations. Technological shifts toward omnichannel integration, analytics, and AI augmentation also expand the scope of outsourced services beyond basic call handling to value-added engagement and efficiency gains.

This report studies the global Outsourced Call Centers (Outsourced Contact Centers) demand, key companies, and key regions.

This report is a detailed and comprehensive analysis of the world market for Outsourced Call Centers (Outsourced Contact Centers), 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 Outsourced Call Centers (Outsourced Contact Centers) that contribute to its increasing demand across many markets.

Highlights and key features of the study

Global Outsourced Call Centers (Outsourced Contact Centers) total market, 2021-2032, (USD Million)

Global Outsourced Call Centers (Outsourced Contact Centers) total market by region & country, CAGR, 2021-2032, (USD Million)

U.S. VS China: Outsourced Call Centers (Outsourced Contact Centers) total market, key domestic companies, and share, (USD Million)

Global Outsourced Call Centers (Outsourced Contact Centers) revenue by player, revenue and market share 2021-2026, (USD Million)

Global Outsourced Call Centers (Outsourced Contact Centers) total market by Type, CAGR, 2021-2032, (USD Million)

Global Outsourced Call Centers (Outsourced Contact Centers) total market by Application, CAGR, 2021-2032, (USD Million)

This report profiles major players in the global Outsourced Call Centers (Outsourced Contact Centers) 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 TP (Teleperformance), Concentrix, TTEC, Alorica, TaskUs, Conectys, 1840 and Company, Chinese Call Center, CallnovoCX, HuaYun, 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 Outsourced Call Centers (Outsourced Contact Centers) 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 Outsourced Call Centers (Outsourced Contact Centers) Market, By Region:

United States

China

Europe

Japan

South Korea

ASEAN

India

Rest of World

Global Outsourced Call Centers (Outsourced Contact Centers) Market, Segmentation by Type:

Full outsourcing

Partial outsourcing

Project-based outsourcing

Global Outsourced Call Centers (Outsourced Contact Centers) Market, Segmentation by Call Service Direction:

Inbound

Outbound

Blended

Global Outsourced Call Centers (Outsourced Contact Centers) Market, Segmentation by Channel Scope:

Voice-focused

Omnichannel

Digital only

Global Outsourced Call Centers (Outsourced Contact Centers) Market, Segmentation by Application:

Telecom & IT

BFSI

Healthcare & Life Sciences

Government & Public

Retail & Consumer Goods

Others

Companies Profiled:

TP (Teleperformance)

Concentrix

TTEC

Alorica

TaskUs

Conectys

1840 and Company

Chinese Call Center

CallinovoCX

HuaYun

Expertrans

Key Questions Answered

1. How big is the global Outsourced Call Centers (Outsourced Contact Centers) market?
2. What is the demand of the global Outsourced Call Centers (Outsourced Contact Centers) market?
3. What is the year over year growth of the global Outsourced Call Centers (Outsourced Contact Centers) market?
4. What is the total value of the global Outsourced Call Centers (Outsourced Contact Centers) market?
5. Who are the Major Players in the global Outsourced Call Centers (Outsourced Contact Centers) market?
6. What are the growth factors driving the market demand?

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