

United States Contact Center Market by Manufacturers, States, Type and Application, Forecast to 2023

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Abstracts

A contact center (also referred to as a customer interaction center or e-contact center) is a central point in an enterprise from which all customer contacts are managed. The contact center typically includes one or more online call centers but may include other types of customer contact as well, including e-mail newsletters, postal mail catalogs, Web site inquiries and chats, and the collection of information from customers during in-store purchasing. A contact center is generally part of an enterprise's overall customer relationship management (CRM).

Scope of the Report:

This report focuses on the Contact Center in United States market, to split the market based on manufacturers, states, type and application.

Market Segment by Manufacturers, this report covers'

Teleperformance

Convergys (Stream)

Sykes Enterprises Inc.

Transcom

Atento

Arvato

West Corporation

Acticall (Sitel)

TeleTech Holdings Inc.

Comdata Group

Serco

Concentrix

Market Segment by States, covering

California

Texas

New York

Florida

Illinois

Market Segment by Type, covers

Market Segment by Applications, can be divided into

Telecommunication

Banking, Financial Services and Insurance (BFSI)

Government and Public Sector

Healthcare and Life Sciences

Retail and Consumer Goods

Others

There are 17 Chapters to deeply display the United States Contact Center market.

Chapter 1, to describe Contact Center Introduction, product type and application, market overview, market analysis by States, market opportunities, market risk, market driving force;

Chapter 2, to analyze the manufacturers of Contact Center, with profile, main business, news, sales, price, revenue and market share 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 United States market by States, covering California, New York, Texas, Illinois and Florida, with sales, price, revenue and market share of Contact Center, for each state, from 2013 to 2018;

Chapter 5 and 6, to show the market by type and application, with sales, price, revenue, market share and growth rate by type, application, from 2013 to 2018;

Chapter 7, 8, 9, 10 and 11, to analyze the key States by Type and Application, covering California, New York, Texas, Illinois and Florida, with sales, revenue and market share by types and applications;

Chapter 12, Contact Center market forecast, by States, type and application, with sales, price, revenue and growth rate forecast, from 2018 to 2023;

Chapter 13, to analyze the manufacturing cost, key raw materials and manufacturing process, etc.

Chapter 14, to analyze the industrial chain, sourcing strategy and downstream end users (buyers);

Chapter 15, to describe sales channel, distributors, traders, dealers, etc.

Chapter 16 and 17, to describe Contact Center Research Findings and Conclusion, Appendix, methodology and data source.

Contents

1 MARKET OVERVIEW

- 1.1 Contact Center Introduction
- 1.2 Market Analysis by Type
- 1.3 Market Analysis by Applications
 - 1.3.1 Telecommunication
 - 1.3.2 Banking, Financial Services and Insurance (BFSI)
 - 1.3.3 Government and Public Sector
 - 1.3.4 Healthcare and Life Sciences
 - 1.3.5 Retail and Consumer Goods
 - 1.3.6 Others
- 1.4 Market Analysis by States
 - 1.4.1 California Status and Prospect (2013-2023)
 - 1.4.2 Texas Status and Prospect (2013-2023)
 - 1.4.3 New York Status and Prospect (2013-2023)
 - 1.4.4 Florida Status and Prospect (2013-2023)
 - 1.4.5 Illinois Status and Prospect (2013-2023)
- 1.5 Market Dynamics
 - 1.5.1 Market Opportunities
 - 1.5.2 Market Risk
 - 1.5.3 Market Driving Force

2 MANUFACTURERS PROFILES

- 2.1 Teleperformance
 - 2.1.1 Business Overview
 - 2.1.2 Contact Center Type and Applications
 - 2.1.2.1 Type
 - 2.1.2.2 Type
 - 2.1.3 Teleperformance Contact Center Sales, Price, Revenue, Gross Margin and Market Share (2016-2017)
- 2.2 Convergys (Stream)
 - 2.2.1 Business Overview
 - 2.2.2 Contact Center Type and Applications
 - 2.2.2.1 Type
 - 2.2.2.2 Type
 - 2.2.3 Convergys (Stream) Contact Center Sales, Price, Revenue, Gross Margin and

Market Share (2016-2017)

2.3 Sykes Enterprises Inc.

2.3.1 Business Overview

2.3.2 Contact Center Type and Applications

2.3.2.1 Type

2.3.2.2 Type

2.3.3 Sykes Enterprises Inc. Contact Center Sales, Price, Revenue, Gross Margin and Market Share (2016-2017)

2.4 Transcom

2.4.1 Business Overview

2.4.2 Contact Center Type and Applications

2.4.2.1 Type

2.4.2.2 Type

2.4.3 Transcom Contact Center Sales, Price, Revenue, Gross Margin and Market Share (2016-2017)

2.5 Atento

2.5.1 Business Overview

2.5.2 Contact Center Type and Applications

2.5.2.1 Type

2.5.2.2 Type

2.5.3 Atento Contact Center Sales, Price, Revenue, Gross Margin and Market Share (2016-2017)

2.6 Arvato

2.6.1 Business Overview

2.6.2 Contact Center Type and Applications

2.6.2.1 Type

2.6.2.2 Type

2.6.3 Arvato Contact Center Sales, Price, Revenue, Gross Margin and Market Share (2016-2017)

2.7 West Corporation

2.7.1 Business Overview

2.7.2 Contact Center Type and Applications

2.7.2.1 Type

2.7.2.2 Type

2.7.3 West Corporation Contact Center Sales, Price, Revenue, Gross Margin and Market Share (2016-2017)

2.8 Actical (Sitel)

2.8.1 Business Overview

2.8.2 Contact Center Type and Applications

2.8.2.1 Type

2.8.2.2 Type

2.8.3 Acticall (Sitel) Contact Center Sales, Price, Revenue, Gross Margin and Market Share (2016-2017)

2.9 TeleTech Holdings Inc.

2.9.1 Business Overview

2.9.2 Contact Center Type and Applications

2.9.2.1 Type

2.9.2.2 Type

2.9.3 TeleTech Holdings Inc. Contact Center Sales, Price, Revenue, Gross Margin and Market Share (2016-2017)

2.10 Comdata Group

2.10.1 Business Overview

2.10.2 Contact Center Type and Applications

2.10.2.1 Type

2.10.2.2 Type

2.10.3 Comdata Group Contact Center Sales, Price, Revenue, Gross Margin and Market Share (2016-2017)

2.11 Serco

2.11.1 Business Overview

2.11.2 Contact Center Type and Applications

2.11.2.1 Type

2.11.2.2 Type

2.11.3 Serco Contact Center Sales, Price, Revenue, Gross Margin and Market Share (2016-2017)

2.12 Concentrix

2.12.1 Business Overview

2.12.2 Contact Center Type and Applications

2.12.2.1 Type

2.12.2.2 Type

2.12.3 Concentrix Contact Center Sales, Price, Revenue, Gross Margin and Market Share (2016-2017)

3 UNITED STATES CONTACT CENTER MARKET COMPETITION, BY MANUFACTURER

3.1 United States Contact Center Sales and Market Share by Manufacturer (2016-2017)

3.1.1 United States Contact Center Sales by Manufacturer (2016-2017)

3.1.2 United States Contact Center Sales Market Share by Manufacturer (2016-2017)

3.2 United States Contact Center Revenue and Market Share by Manufacturer (2016-2017)

3.2.1 United States Contact Center Revenue by Manufacturer (2016-2017)

3.2.2 United States Contact Center Revenue Market Share by Manufacturer (2016-2017)

3.3 United States Contact Center Price by Manufacturers (2016-2017)

3.4 Market Concentration Rate

3.4.1 Top 3 Contact Center Manufacturer Market Share (2016-2017)

3.4.2 Top 5 Contact Center Manufacturer Market Share (2016-2017)

3.5 Market Competition Trend

4 UNITED STATES CONTACT CENTER MARKET ANALYSIS BY STATES

4.1 United States Contact Center Sales Market Share by States (2013-2018)

4.2 United States Contact Center Sales and Market Share by States (2013-2018)

4.2.1 United States Contact Center Sales by States (2013-2018)

4.2.2 United States Contact Center Sales Market Share by States (2013-2018)

4.3 United States Contact Center Revenue (Value) and Market Share by States (2013-2018)

4.3.1 United States Contact Center Revenue by States (2013-2018)

4.3.2 United States Contact Center Revenue Market Share by States (2013-2018)

5 UNITED STATES MARKET SEGMENTATION CONTACT CENTER BY TYPE

5.1 United States Contact Center Sales, Revenue and Market Share by Type (2013-2018)

5.1.1 United States Contact Center Sales and Market Share by Type (2013-2018)

5.1.2 United States Contact Center Revenue and Market Share by Type (2013-2018)

5.2 Type 1 Sales Growth Rate and Price

6 UNITED STATES MARKET SEGMENTATION CONTACT CENTER BY APPLICATION

6.1 United States Contact Center Sales Market Share by Application (2013-2018)

6.2 Telecommunication Sales Growth (2012-2017)

6.3 Banking, Financial Services and Insurance (BFSI) Sales Growth (2012-2017)

6.4 Government and Public Sector Sales Growth (2012-2017)

6.5 Healthcare and Life Sciences Sales Growth (2012-2017)

6.6 Retail and Consumer Goods Sales Growth (2012-2017)

6.7 Others Sales Growth (2012-2017)

7 CALIFORNIA CONTACT CENTER SALES, REVENUE, BY TYPE, APPLICATION AND MANUFACTURERS

7.1 California Contact Center Revenue, Sales and Growth Rate (2013-2018)

7.2 California Contact Center Sales and Market Share by Type (2013-2018)

7.2.1 California Contact Center Sales by Type (2013-2018)

7.2.2 California Contact Center Sales Market Share by Type (2013-2018)

7.3 California Contact Center Sales and Market Share by Application (2013-2018)

7.3.1 California Contact Center Sales by Application (2013-2018)

7.3.2 California Contact Center Sales Market Share by Application (2013-2018)

8 NEW YORK CONTACT CENTER SALES, REVENUE, BY TYPE, APPLICATION AND MANUFACTURERS

8.1 New York Contact Center Revenue, Sales and Growth Rate (2013-2018)

8.2 New York Contact Center Sales and Market Share by Type (2013-2018)

8.2.1 New York Contact Center Sales by Type (2013-2018)

8.2.2 New York Contact Center Sales Market Share by Type (2013-2018)

8.3 New York Contact Center Sales and Market Share by Application (2013-2018)

8.3.1 New York Contact Center Sales by Application (2013-2018)

8.3.2 New York Contact Center Sales Market Share by Application (2013-2018)

9 TEXAS CONTACT CENTER SALES, REVENUE, BY TYPE, APPLICATION AND MANUFACTURERS

9.1 Texas Contact Center Revenue, Sales and Growth Rate (2013-2018)

9.2 Texas Contact Center Sales and Market Share by Type (2013-2018)

9.2.1 Texas Contact Center Sales by Type (2013-2018)

9.2.2 Texas Contact Center Sales Market Share by Type (2013-2018)

9.3 Texas Contact Center Sales and Market Share by Application (2013-2018)

9.3.1 Texas Contact Center Sales by Application (2013-2018)

9.3.2 Texas Contact Center Sales Market Share by Application (2013-2018)

10 FLORIDA CONTACT CENTER SALES, REVENUE, BY TYPE, APPLICATION AND MANUFACTURERS

10.1 Florida Contact Center Revenue, Sales and Growth Rate (2013-2018)

- 10.2 Florida Contact Center Sales and Market Share by Type (2013-2018)
 - 10.2.1 Florida Contact Center Sales by Type (2013-2018)
 - 10.2.2 Florida Contact Center Sales Market Share by Type (2013-2018)
- 10.3 Florida Contact Center Sales and Market Share by Application (2013-2018)
 - 10.3.1 Florida Contact Center Sales by Application (2013-2018)
 - 10.3.2 Florida Contact Center Sales Market Share by Application (2013-2018)

11 ILLINOIS CONTACT CENTER SALES, REVENUE, BY TYPE, APPLICATION AND MANUFACTURERS

- 11.1 Illinois Contact Center Revenue, Sales and Growth Rate (2013-2018)
- 11.2 Illinois Contact Center Sales and Market Share by Type (2013-2018)
 - 11.2.1 Illinois Contact Center Sales by Type (2013-2018)
 - 11.2.2 Illinois Contact Center Sales Market Share by Type (2013-2018)
- 11.3 Illinois Contact Center Sales and Market Share by Application (2013-2018)
 - 11.3.1 Illinois Contact Center Sales by Application (2013-2018)
 - 11.3.2 Illinois Contact Center Sales Market Share by Application (2013-2018)

12 CONTACT CENTER MARKET FORECAST (2018-2023)

- 12.1 United States Contact Center Sales, Revenue and Growth Rate (2018-2023)
- 12.2 Contact Center Market Forecast by States (2018-2023)
 - 12.2.1 United States Contact Center Sales Forecast by States (2018-2023)
 - 12.2.2 United States Contact Center Market Share Forecast by States (2018-2023)
- 12.3 Contact Center Market Forecast by Type (2018-2023)
 - 12.3.1 United States Contact Center Sales Forecast by Type (2018-2023)
 - 12.3.2 United States Contact Center Market Share Forecast by Type (2018-2023)
- 12.4 Contact Center Market Forecast by Application (2018-2023)
 - 12.4.1 United States Contact Center Sales Forecast by Application (2018-2023)
 - 12.4.2 United States Contact Center Market Share Forecast by Application (2018-2023)

13 CONTACT CENTER MANUFACTURING COST ANALYSIS

- 13.1 Contact Center Key Raw Materials Analysis
 - 13.1.1 Key Raw Materials
 - 13.1.2 Price Trend of Key Raw Materials
 - 13.1.3 Key Suppliers of Raw Materials
 - 13.1.4 Market Concentration Rate of Raw Materials

13.2 Proportion of Manufacturing Cost Structure

13.2.1 Raw Materials

13.2.2 Labor Cost

13.2.3 Manufacturing Expenses

13.3 Manufacturing Process Analysis of Contact Center

14 INDUSTRIAL CHAIN, SOURCING STRATEGY AND DOWNSTREAM BUYERS

14.1 Contact Center Industrial Chain Analysis

14.2 Upstream Raw Materials Sourcing

14.3 Raw Materials Sources of Contact Center Major Manufacturers in 2017

14.4 Downstream Buyers

15 SALES CHANNEL, DISTRIBUTORS, TRADERS AND DEALERS

15.1 Sales Channel

15.1.1 Direct Marketing

15.1.2 Indirect Marketing

15.1.3 Marketing Channel Future Trend

15.2 Distributors, Traders and Dealers

16 RESEARCH FINDINGS AND CONCLUSION

17 APPENDIX

17.1 Methodology

17.2 Data Source

List Of Tables

LIST OF TABLES AND FIGURES

Figure Contact Center Picture

Table Product Specifications of Contact Center

Figure United States Sales Market Share of Contact Center by Types in 2017

Table Types of Contact Center

Figure United States Contact Center Sales Market Share by Applications in 2017

Table Applications of Contact Center

Figure Telecommunication Picture

Figure Banking, Financial Services and Insurance (BFSI) Picture

Figure Government and Public Sector Picture

Figure Healthcare and Life Sciences Picture

Figure Retail and Consumer Goods Picture

Figure Others Picture

Figure California Contact Center Revenue (Million USD) and Growth Rate (2013-2023)

Figure Texas Contact Center Revenue (Million USD) and Growth Rate (2013-2023)

Figure New York Contact Center Revenue (Million USD) and Growth Rate (2013-2023)

Figure Florida Contact Center Revenue (Million USD) and Growth Rate (2013-2023)

Figure Illinois Contact Center Revenue (Million USD) and Growth Rate (2013-2023)

Table Teleperformance Basic Information, Manufacturing Base and Competitors

Table Teleperformance Contact Center Type and Applications

Table Teleperformance Contact Center Sales, Price, Revenue, Gross Margin and Market Share (2016-2017)

Table Convergys (Stream) Basic Information, Manufacturing Base and Competitors

Table Convergys (Stream) Contact Center Type and Applications

Table Convergys (Stream) Contact Center Sales, Price, Revenue, Gross Margin and Market Share (2016-2017)

Table Sykes Enterprises Inc. Basic Information, Manufacturing Base and Competitors

Table Sykes Enterprises Inc. Contact Center Type and Applications

Table Sykes Enterprises Inc. Contact Center Sales, Price, Revenue, Gross Margin and Market Share (2016-2017)

Table Transcom Basic Information, Manufacturing Base and Competitors

Table Transcom Contact Center Type and Applications

Table Transcom Contact Center Sales, Price, Revenue, Gross Margin and Market Share (2016-2017)

Table Atento Basic Information, Manufacturing Base and Competitors

Table Atento Contact Center Type and Applications

Table Atento Contact Center Sales, Price, Revenue, Gross Margin and Market Share (2016-2017)

Table Arvato Basic Information, Manufacturing Base and Competitors

Table Arvato Contact Center Type and Applications

Table Arvato Contact Center Sales, Price, Revenue, Gross Margin and Market Share (2016-2017)

Table West Corporation Basic Information, Manufacturing Base and Competitors

Table West Corporation Contact Center Type and Applications

Table West Corporation Contact Center Sales, Price, Revenue, Gross Margin and Market Share (2016-2017)

Table Acticall (Sitel) Basic Information, Manufacturing Base and Competitors

Table Acticall (Sitel) Contact Center Type and Applications

Table Acticall (Sitel) Contact Center Sales, Price, Revenue, Gross Margin and Market Share (2016-2017)

Table TeleTech Holdings Inc. Basic Information, Manufacturing Base and Competitors

Table TeleTech Holdings Inc. Contact Center Type and Applications

Table TeleTech Holdings Inc. Contact Center Sales, Price, Revenue, Gross Margin and Market Share (2016-2017)

Table Comdata Group Basic Information, Manufacturing Base and Competitors

Table Comdata Group Contact Center Type and Applications

Table Comdata Group Contact Center Sales, Price, Revenue, Gross Margin and Market Share (2016-2017)

Table Serco Basic Information, Manufacturing Base and Competitors

Table Serco Contact Center Type and Applications

Table Serco Contact Center Sales, Price, Revenue, Gross Margin and Market Share (2016-2017)

Table Concentrix Basic Information, Manufacturing Base and Competitors

Table Concentrix Contact Center Type and Applications

Table Concentrix Contact Center Sales, Price, Revenue, Gross Margin and Market Share (2016-2017)

Table United States Contact Center Sales by Manufacturer (2016-2017)

Table United States Contact Center Sales Market Share by Manufacturer (2016-2017)

Figure United States Contact Center Sales Market Share by Manufacturer in 2016

Figure United States Contact Center Sales Market Share by Manufacturer in 2017

Table United States Contact Center Revenue by Manufacturer (2016-2017)

Table United States Contact Center Revenue Market Share by Manufacturer (2016-2017)

Figure United States Contact Center Revenue Market Share by Manufacturer in 2016

Figure United States Contact Center Revenue Market Share by Manufacturer in 2017

Table United States Contact Center Price by Manufacturers (2016-2017)
Figure Top 3 Contact Center Manufacturer Market Share in 2016
Figure Top 3 Contact Center Manufacturer Market Share in 2017
Figure Top 5 Contact Center Manufacturer Market Share in 2016
Figure Top 5 Contact Center Manufacturer Market Share in 2017
Figure United States Contact Center Sales and Growth Rate (2013-2018)
Table United States Contact Center Sales by States (2013-2018)
Table United States Contact Center Sales Market Share by States (2013-2018)
Figure United States Contact Center Sales Market Share by States in 2013
Figure United States Contact Center Sales Market Share by States in 2017
Table United States Contact Center Revenue by States (2013-2018)
Figure United States Contact Center Revenue and Growth Rate (2013-2018)
Table United States Contact Center Revenue Market Share by States (2013-2018)
Figure United States Contact Center Revenue Market Share by States in 2013
Figure United States Contact Center Revenue Market Share by States in 2017
Table United States Contact Center Sales by Type (2013-2018)
Table United States Contact Center Sales Share by Type (2013-2018)
Table United States Contact Center Revenue by Type (2013-2018)
Table United States Contact Center Revenue Share by Type (2013-2018)
Table United States Contact Center Sales by Application (2012-2017)
Table United States Contact Center Sales Share by Application (2012-2017)
Figure United States Telecommunication Sales Growth (2012-2017)
Figure United States Banking, Financial Services and Insurance (BFSI) Sales Growth (2012-2017)
Figure United States Government and Public Sector Sales Growth (2012-2017)
Figure United States Healthcare and Life Sciences Sales Growth (2012-2017)
Figure United States Retail and Consumer Goods Sales Growth (2012-2017)
Figure United States Others Sales Growth (2012-2017)
Figure California Contact Center Revenue and Growth Rate (2013-2018)
Figure California Contact Center Sales and Growth Rate (2013-2018)
Table California Contact Center Sales by Type (2013-2018)
Table California Contact Center Sales Market Share by Type (2013-2018)
Table California Contact Center Sales by Application (2013-2018)
Table California Contact Center Sales Market Share by Application (2013-2018)
Figure New York Contact Center Revenue and Growth Rate (2013-2018)
Figure New York Contact Center Sales and Growth Rate (2013-2018)
Table New York Contact Center Sales by Type (2013-2018)
Table New York Contact Center Sales Market Share by Type (2013-2018)
Table New York Contact Center Sales by Application (2013-2018)

Table New York Contact Center Sales Market Share by Application (2013-2018)
Figure Texas Contact Center Revenue and Growth Rate (2013-2018)
Figure Texas Contact Center Sales and Growth Rate (2013-2018)
Table Texas Contact Center Sales by Type (2013-2018)
Table Texas Contact Center Sales Market Share by Type (2013-2018)
Table Texas Contact Center Sales by Application (2013-2018)
Table Texas Contact Center Sales Market Share by Application (2013-2018)
Figure Florida Contact Center Revenue and Growth Rate (2013-2018)
Figure Florida Contact Center Sales and Growth Rate (2013-2018)
Table Florida Contact Center Sales by Type (2013-2018)
Table Florida Contact Center Sales Market Share by Type (2013-2018)
Table Florida Contact Center Sales by Application (2013-2018)
Table Florida Contact Center Sales Market Share by Application (2013-2018)
Figure Illinois Contact Center Revenue and Growth Rate (2013-2018)
Figure Illinois Contact Center Sales and Growth Rate (2013-2018)
Table Illinois Contact Center Sales by Type (2013-2018)
Table Illinois Contact Center Sales Market Share by Type (2013-2018)
Table Illinois Contact Center Sales by Application (2013-2018)
Table Illinois Contact Center Sales Market Share by Application (2013-2018)
Figure United States Contact Center Sales, Revenue and Growth Rate (2018-2023)
Table United States Contact Center Sales Forecast by States (2018-2023)
Table United States Contact Center Market Share Forecast by States (2018-2023)
Table United States Contact Center Sales Forecast by Type (2018-2023)
Table United States Contact Center Market Share Forecast by Type (2018-2023)
Table United States Contact Center Sales Forecast by Application (2018-2023)
Table United States Contact Center Market Share Forecast by Application (2018-2023)
Table Sales Base and Market Concentration Rate of Raw Material
Figure Price Trend of Key Raw Materials
Table Key Suppliers of Raw Materials
Figure Manufacturing Cost Structure of Contact Center
Figure Manufacturing Process Analysis of Contact Center
Figure Contact Center Industrial Chain Analysis
Table Raw Materials Sources of Contact Center Major Manufacturers in 2017
Table Major Buyers of Contact Center
Table Distributors/Traders/ Dealers List

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