

# Contact Center Software Market Size, Share & Trends Analysis Report By Solution (ACD, IVR), By Enterprise Size (Large, Small & Medium), By End Use (BFSI, IT & Telecom), By Service, By Deployment, And Segment Forecasts, 2022 - 2030

<https://marketpublishers.com/r/CB3437B26DCEN.html>

Date: January 2022

Pages: 170

Price: US\$ 4,950.00 (Single User License)

ID: CB3437B26DCEN

## Abstracts

This report can be delivered to the clients within 72 Business Hours

### Contact Center Software Market Growth & Trends

The global contact center software market size is expected to reach USD 149.58 billion by 2030, growing at a CAGR of 23.2% over the forecast period, according to a new report by Grand View Research, Inc. Contact center solutions help agents in handling customer interactions more effectively, augmenting sales, and delivering a better service experience. Hence, several organizations are adopting contact center solutions to support business growth, thereby driving the market. The strong emphasis businesses are putting on leveraging the advances in the latest technologies and integrating Artificial Intelligence (AI) and machine learning into their business processes to enhance customer relationship management is also driving the adoption of contact center solutions.

Advances in technology are allowing callers to approach businesses through all the available platforms for communication, including social media, emails, video chats, and calls, among others. Subsequently, the growing preference for omnichannel solutions to reach customers easily and conveniently also bodes well for the growth of the market. Businesses across the globe are focusing on integrating stack technologies into their contact center operations. The technology integration is allowing agents to effectively address customer queries and issues consistently across all communication channels.

Large enterprises are constantly adopting new, emerging technologies to automate routine tasks and enhance the overall efficiency and productivity of their contact centers.

As a result, the demand for contact center solutions from large enterprises is expected to grow over the forecast period. In other words, the adoption of contact center solutions is allowing businesses across the globe to enhance operational performance and gain customer loyalty. Call volumes to contact centers are increasing significantly in the wake of the COVID-19 pandemic. Contact centers are responding to these growing call volumes by adopting intelligent omnichannel routing to allow customers to connect to the right agent. At the same time, organizations are also gradually realizing the need to break out of legacy infrastructure to develop a more agile method for customer engagement, and are expected to shift from on-premise contact center operations to cloud-based operations in the near future.

Moreover, the growing expenses being incurred on on-premise systems amid a highly competitive business environment are prompting businesses to switch to cloud-based solutions. Cloud-based contact center solutions can effectively handle all outbound and inbound communications while offering an all-inclusive suite of applications and tools that can allow businesses to deliver efficient customer service across multiple channels, including SMS, email, voice, etc.

### Contact Center Software Market Report Highlights

The customer collaboration solution segment is expected to register the fastest CAGR over the forecast period. Customer collaboration solutions are widely used by businesses to streamline communication between customers and relevant departments

Customer collaboration tools are instant, effective, and convenient to use and can potentially simplify two-way interaction. Businesses are adopting customer collaboration solutions to quickly track, receive, and resolve customer support queries

The managed services segment is expected to witness the fastest CAGR over the forecast period. The managed services help in managing business infrastructure and application platforms

These services can particularly help the customer service team in quickly

identifying faults, isolating the root cause of infrastructure outages, and subsequently, working more reliably and efficiently. Businesses opt for managed services to effectively manage their complex IT infrastructure

Consumer goods & retail businesses are focusing on strengthening their multichannel interactions with employees and customers. The rising popularity of online shopping is further driving the need for continuous customer service facilities, which will propel the adoption of contact center solutions by the incumbents of the consumer goods & retail industry

Asia Pacific is anticipated to emerge as the fastest-growing regional market owing to a broader customer base and the presence of a substantial number of SMEs. Intensifying competition between the local and international companies is also expected to propel the regional market growth

## Contents

### CHAPTER 1 METHODOLOGY AND SCOPE

- 1.1 Research Methodology
- 1.2 Research Scope and Assumptions
- 1.3 List of Data Sources

### CHAPTER 2 EXECUTIVE SUMMARY

- 2.1 Contact Center Software Market - Industry Snapshot & Key Buying Criteria, 2017 - 2030
- 2.2 Global Contact Center Software Market, 2017 - 2030
  - 2.2.1 Global contact center software market, by region, 2017 - 2030
  - 2.2.2 Global contact center software market, by solution, 2017 - 2030
  - 2.2.3 Global contact center software market, by service, 2017 - 2030
  - 2.2.4 Global contact center software market, by deployment, 2017 - 2030
  - 2.2.5 Global contact center software market, by enterprise size, 2017 - 2030
  - 2.2.6 Global contact center software market, by end use, 2017 - 2030

### CHAPTER 3 CONTACT CENTER SOFTWARE INDUSTRY OUTLOOK

- 3.1 Market Segmentation and Scope
- 3.2 Market Size and Growth Prospects
- 3.3 Contact Center Software Market - Value Chain Analysis
  - 3.3.1 Vendor landscape
- 3.4 Contact Center Software Market - Market Dynamics
  - 3.4.1 Market driver analysis
    - 3.4.1.1 Growing demand for automating customer care services
    - 3.4.1.2 Growing emphasis on enhancing customer experience through omnichannel solutions
    - 3.4.1.3 Growing preference for cloud-based contact center solutions
  - 3.4.2 Market challenge analysis
    - 3.4.2.1 Inability to achieve Average Speed of Answer (ASA) and low First Call Resolution (FCR)
- 3.5 Penetration and Growth Prospect Mapping
- 3.6 Contact Center Software Market - Porter's Five Forces Analysis
- 3.7 Contact Center Software Market - Company Market Share Analysis, 2021
- 3.8 Contact Center Software Market - PESTEL Analysis

- 3.9 Global Number of Contact Centers, 2017 - 2030
  - 3.9.1 Global number of contact centers, by region, 2017 - 2030
- 3.10 Global Number of Agent Positions, 2017 - 2030
  - 3.10.1 Global number of agent positions, by region, 2017 - 2030
  - 3.10.2 Global number of agent positions, by type, 2017 - 2030
    - 3.10.2.1 Global number of in-house agent positions, by region, 2017 - 2030
    - 3.10.2.2 Global number of outsourced agent positions, by region, 2017 - 2030
    - 3.10.2.3 Share of in-house agent positions, by end use, 2021
- 3.11 List of Prominent Players Across the Globe
  - 3.11.1 North America
  - 3.11.2 Europe
  - 3.11.3 Asia Pacific
  - 3.11.4 Latin America
  - 3.11.5 MEA
- 3.12 Global Contact Centers With 1,000+ Agent Size (2021)

## **CHAPTER 4 CONTACT CENTER SOFTWARE SOLUTION OUTLOOK**

- 4.1 Contact Center Software Market Share By Solution, 2021
- 4.2 Automatic Call Distribution (ACD)
  - 4.2.1 ACD contact center software market, 2017 - 2030
- 4.3 Call Recording
  - 4.3.1 Call recording contact center software market, 2017 - 2030
- 4.4 Computer Telephony Integration (CTI)
  - 4.4.1 CTI contact center software market, 2017 - 2030
- 4.5 Customer Collaboration
  - 4.5.1 Customer collaboration contact center software market, 2017 - 2030
- 4.6 Dialer
  - 4.6.1 Dialer contact center software market, 2017 - 2030
- 4.7 Interactive Voice Responses (IVR)
  - 4.7.1 IVR contact center software market, 2017 - 2030
- 4.8 Reporting & Analytics
  - 4.8.1 Reporting & analytics contact center software market, 2017 - 2030
- 4.9 Workforce Optimization
  - 4.9.1 Workforce optimization contact center software market, 2017 - 2030
- 4.10 Others
  - 4.10.1 Other contact center software market, 2017 - 2030

## **CHAPTER 5 CONTACT CENTER SOFTWARE SERVICE OUTLOOK**

## 5.1 Contact Center Software Market Share By Service, 2021

### 5.2 Integration & Deployment

5.2.1 Contact center software integration & deployment service market, 2017 - 2030

### 5.3 Support & Maintenance

5.3.1 Contact center software support & maintenance service market, 2017 - 2030

### 5.4 Training & Consulting

5.4.1 Contact center software training & consulting service market, 2017 - 2030

### 5.5 Managed Services

5.5.1 Contact center software managed service market, 2017 - 2030

## **CHAPTER 6 CONTACT CENTER SOFTWARE DEPLOYMENT OUTLOOK**

### 6.1 Contact Center Software Market Share By Deployment, 2021

#### 6.2 Hosted

6.2.1 Hosted contact center software market, 2017 - 2030

#### 6.3 On-premise

6.3.1 On-premise contact center software market, 2017 - 2030

## **CHAPTER 7 CONTACT CENTER SOFTWARE ENTERPRISE SIZE OUTLOOK**

### 7.1 Contact Center Software Market Share By Enterprise Size, 2021

#### 7.2 Large Enterprise

7.2.1 Contact center software market in large enterprise, 2017 - 2030

#### 7.3 Small & Medium Enterprise

7.3.1 Contact center software market in small & medium enterprise, 2017 - 2030

## **CHAPTER 8 CONTACT CENTER SOFTWARE END-USE OUTLOOK**

### 8.1 Contact Center Software Market Share By End Use, 2021

#### 8.2 BFSI

8.2.1 Contact center software market in BFSI, 2017 - 2030

#### 8.3 Consumer Goods & Retail

8.3.1 Contact center software market in consumer goods & retail, 2017 - 2030

#### 8.4 Government

8.4.1 Contact center software market in government, 2017 - 2030

#### 8.5 Healthcare

8.5.1 Contact center software market in healthcare, 2017 - 2030

#### 8.6 IT & Telecom

- 8.6.1 Contact center software market in IT & telecom, 2017 - 2030
- 8.7 Travel & Hospitality
  - 8.7.1 Contact center software market in travel & hospitality, 2017 - 2030
- 8.8 Others
  - 8.8.1 Contact center software market in other end use, 2017 - 2030

## **CHAPTER 9 CONTACT CENTER SOFTWARE REGIONAL OUTLOOK**

- 9.1 Contact Center Software Market Share By Region, 2021
- 9.2 North America
  - 9.2.1 North America contact center software market, 2017 - 2030
  - 9.2.2 North America contact center software market, by solution, 2017 - 2030
  - 9.2.3 North America contact center software market, by service, 2017 - 2030
  - 9.2.4 North America contact center software market, by deployment, 2017 - 2030
  - 9.2.5 North America contact center software market, by enterprise size, 2017 - 2030
  - 9.2.6 North America contact center software market, by end use, 2017 - 2030
  - 9.2.7 U.S.
    - 9.2.7.1 U.S. contact center software market, 2017 - 2030
    - 9.2.7.2 U.S. contact center software market, by solution, 2017 - 2030
    - 9.2.7.3 U.S. contact center software market, by service, 2017 - 2030
    - 9.2.7.4 U.S. contact center software market, by deployment, 2017 - 2030
    - 9.2.7.5 U.S. contact center software market, by enterprise size, 2017 - 2030
    - 9.2.7.6 U.S. contact center software market, by end use, 2017 - 2030
  - 9.2.8 Canada
    - 9.2.8.1 Canada contact center software market, 2017 - 2030
    - 9.2.8.2 Canada contact center software market, by solution, 2017 - 2030
    - 9.2.8.3 Canada contact center software market, by service, 2017 - 2030
    - 9.2.8.4 Canada contact center software market, by deployment, 2017 - 2030
    - 9.2.8.5 Canada contact center software market, by enterprise size, 2017 - 2030
    - 9.2.8.6 Canada contact center software market, by end use, 2017 - 2030
- 9.3 Europe
  - 9.3.1 Europe contact center software market, 2017 - 2030
  - 9.3.2 Europe contact center software market, by solution, 2017 - 2030
  - 9.3.3 Europe contact center software market, by service, 2017 - 2030
  - 9.3.4 Europe contact center software market, by deployment, 2017 - 2030
  - 9.3.5 Europe contact center software market, by enterprise size, 2017 - 2030
  - 9.3.6 Europe contact center software market, by end use, 2017 - 2030
  - 9.3.7 Germany
    - 9.3.7.1 Germany contact center software market, 2017 - 2030

- 9.3.7.2 Germany contact center software market, by solution, 2017 - 2030
- 9.3.7.3 Germany contact center software market, by service, 2017 - 2030
- 9.3.7.4 Germany contact center software market, by deployment, 2017 - 2030
- 9.3.7.5 Germany contact center software market, by enterprise size, 2017 - 2030
- 9.3.7.6 Germany contact center software market, by end use, 2017 - 2030

#### 9.3.8 U.K.

- 9.3.8.1 U.K. contact center software market, 2017 - 2030
- 9.3.8.2 U.K. contact center software market, by solution, 2017 - 2030
- 9.3.8.3 U.K. contact center software market, by service, 2017 - 2030
- 9.3.8.4 U.K. contact center software market, by deployment, 2017 - 2030
- 9.3.8.5 U.K. contact center software market, by enterprise size, 2017 - 2030
- 9.3.8.6 U.K. contact center software market, by end use, 2017 - 2030

#### 9.3.9 Spain

- 9.3.9.1 Spain contact center software market, 2017 - 2030
- 9.3.9.2 Spain contact center software market, by solution, 2017 - 2030
- 9.3.9.3 Spain contact center software market, by service, 2017 - 2030
- 9.3.9.4 Spain contact center software market, by deployment, 2017 - 2030
- 9.3.9.5 Spain contact center software market, by enterprise size, 2017 - 2030
- 9.3.9.6 Spain contact center software market, by end use, 2017 - 2030

#### 9.4 Asia Pacific

- 9.4.1 Asia Pacific contact center software market, 2017 - 2030
- 9.4.2 Asia Pacific contact center software market, by solution, 2017 - 2030
- 9.4.3 Asia Pacific contact center software market, by service, 2017 - 2030
- 9.4.4 Asia Pacific contact center software market, by deployment, 2017 - 2030
- 9.4.5 Asia Pacific contact center software market, by enterprise size, 2017 - 2030
- 9.4.6 Asia Pacific contact center software market, by end use, 2017 - 2030

#### 9.4.7 China

- 9.4.7.1 China contact center software market, 2017 - 2030
- 9.4.7.2 China contact center software market, by solution, 2017 - 2030
- 9.4.7.3 China contact center software market, by service, 2017 - 2030
- 9.4.7.4 China contact center software market, by deployment, 2017 - 2030
- 9.4.7.5 China contact center software market, by enterprise size, 2017 - 2030
- 9.4.7.6 China contact center software market, by end use, 2017 - 2030

#### 9.4.8 India

- 9.4.8.1 India contact center software market, 2017 - 2030
- 9.4.8.2 India contact center software market, by solution, 2017 - 2030
- 9.4.8.3 India contact center software market, by service, 2017 - 2030
- 9.4.8.4 India contact center software market, by deployment, 2017 - 2030
- 9.4.8.5 India contact center software market, by enterprise size, 2017 - 2030



9.4.8.6 India contact center software market, by end use, 2017 - 2030

#### 9.4.9 Japan

9.4.9.1 Japan contact center software market, 2017 - 2030

9.4.9.2 Japan contact center software market, by solution, 2017 - 2030

9.4.9.3 Japan contact center software market, by service, 2017 - 2030

9.4.9.4 Japan contact center software market, by deployment, 2017 - 2030

9.4.9.5 Japan contact center software market, by enterprise size, 2017 - 2030

9.4.9.6 Japan contact center software market, by end use, 2017 - 2030

#### 9.5 Latin America

9.5.1 Latin America contact center software market, 2017 - 2030

9.5.2 Latin America contact center software market, by solution, 2017 - 2030

9.5.3 Latin America contact center software market, by service, 2017 - 2030

9.5.4 Latin America contact center software market, by deployment, 2017 - 2030

9.5.5 Latin America contact center software market, by enterprise size, 2017 - 2030

9.5.6 Latin America contact center software market, by end use, 2017 - 2030

#### 9.5.7 Brazil

9.5.7.1 Brazil contact center software market, 2017 - 2030

9.5.7.2 Brazil contact center software market, by solution, 2017 - 2030

9.5.7.3 Brazil contact center software market, by service, 2017 - 2030

9.5.7.4 Brazil contact center software market, by deployment, 2017 - 2030

9.5.7.5 Brazil contact center software market, by enterprise size, 2017 - 2030

9.5.7.6 Brazil contact center software market, by end use, 2017 - 2030

#### 9.6 MEA

9.6.1 MEA contact center software market, 2017 - 2030

9.6.2 MEA contact center software market, by solution, 2017 - 2030

9.6.3 MEA contact center software market, by service, 2017 - 2030

9.6.4 MEA contact center software market, by deployment, 2017 - 2030

9.6.5 MEA contact center software market, by enterprise size, 2017 - 2030

9.6.6 MEA contact center software market, by end use, 2017 - 2030

## CHAPTER 10 COMPETITIVE ANALYSIS

10.1 Recent Developments and Impact Analysis, by Key Market Participants

10.2 Competitive Dashboard Analysis

10.3 Company Market Positioning Analysis

10.4 List of Key Emerging Companies/Technology Disruptors/Innovators

10.5 Company Geographical Presence

## CHAPTER 11 COMPETITIVE LANDSCAPE

- 11.1 8X8, Inc.
  - 11.1.1 Company overview
  - 11.1.2 Financial performance
  - 11.1.3 Product benchmarking
  - 11.1.4 Strategic initiatives
- 11.2 ALE International
  - 11.2.1 Company overview
  - 11.2.2 Product benchmarking
  - 11.2.3 Strategic initiatives
- 11.3 Altivon
  - 11.3.1 Company overview
  - 11.3.2 Financial performance
  - 11.3.3 Product benchmarking
  - 11.3.4 Strategic initiatives
- 11.4 Amazon Web Services, Inc.
  - 11.4.1 Company overview
  - 11.4.2 Financial performance
  - 11.4.3 Product benchmarking
  - 11.4.4 Strategic initiatives
- 11.5 Ameyo
  - 11.5.1 Company overview
  - 11.5.2 Product benchmarking
  - 11.5.3 Strategic initiatives
- 11.6 Amtelco
  - 11.6.1 Company overview
  - 11.6.2 Financial performance
  - 11.6.3 Product benchmarking
  - 11.6.4 Strategic initiatives
- 11.7 Aspect Software
  - 11.7.1 Company overview
  - 11.7.2 Financial performance
  - 11.7.3 Product benchmarking
  - 11.7.4 Strategic initiatives
- 11.8 Avaya Inc.
  - 11.8.1 Company overview
  - 11.8.2 Financial performance
  - 11.8.3 Product benchmarking
  - 11.8.4 Strategic initiatives

- 11.9 Avoxi
  - 11.9.1 Company overview
  - 11.9.2 Financial performance
  - 11.9.3 Product benchmarking
  - 11.9.4 Strategic initiatives
- 11.10 Cisco Systems, Inc.
  - 11.10.1 Company overview
  - 11.10.2 Financial performance
  - 11.10.3 Product benchmarking
  - 11.10.4 Strategic initiatives
- 11.11 Enghouse Interactive Inc.
  - 11.11.1 Company overview
  - 11.11.2 Financial performance
  - 11.11.3 Product benchmarking
  - 11.11.4 Strategic initiatives
- 11.12 Exotel Techcom Pvt. Ltd.
  - 11.12.1 Company overview
  - 11.12.2 Financial performance
  - 11.12.3 Product benchmarking
  - 11.12.4 Strategic initiatives
- 11.13 Five9, Inc.
  - 11.13.1 Company overview
  - 11.13.2 Financial performance
  - 11.13.3 Product benchmarking
  - 11.13.4 Strategic initiatives
- 11.14 Genesys
  - 11.14.1 Company overview
  - 11.14.2 Financial performance
  - 11.14.3 Product benchmarking
  - 11.14.4 Strategic initiatives
- 11.15 Microsoft Corporation
  - 11.15.1 Company overview
  - 11.15.2 Financial performance
  - 11.15.3 Product benchmarking
  - 11.15.4 Strategic initiatives
- 11.16 NEC Corporation
  - 11.16.1 Company overview
  - 11.16.2 Financial performance
  - 11.16.3 Product benchmarking

- 11.16.4 Strategic initiatives
- 11.17 SAP SE
  - 11.17.1 Company overview
  - 11.17.2 Financial performance
  - 11.17.3 Product benchmarking
  - 11.17.4 Strategic initiatives
- 11.18 Spok, Inc.
  - 11.18.1 Company overview
  - 11.18.2 Financial performance
  - 11.18.3 Product benchmarking
  - 11.18.4 Strategic initiatives
- 11.19 Talkdesk, Inc.
  - 11.19.1 Company overview
  - 11.19.2 Financial performance
  - 11.19.3 Product benchmarking
  - 11.19.4 Strategic initiatives
- 11.20 Twilio Inc.
  - 11.20.1 Company overview
  - 11.20.2 Financial performance
  - 11.20.3 Product benchmarking
  - 11.20.4 Strategic initiatives
- 11.21 UiPath
  - 11.21.1 Company overview
  - 11.21.2 Product benchmarking
  - 11.21.3 Strategic initiatives
- 11.22 Unify Inc.
  - 11.22.1 Company overview
  - 11.22.2 Financial performance
  - 11.22.3 Product benchmarking
  - 11.22.4 Strategic initiatives
- 11.23 VCC Live
  - 11.23.1 Company overview
  - 11.23.2 Product benchmarking
  - 11.23.3 Strategic initiatives
- 11.24 List of Prominent Market Players

## List Of Tables

### LIST OF TABLES

TABLE 1 Contact center software market - Industry snapshot & key buying criteria, 2017 - 2030

TABLE 2 Global contact center software market, 2017 - 2030 (USD Million)

TABLE 3 Global contact center software market, by region, 2017 - 2030 (USD Million)

TABLE 4 Global contact center software market, by solution, 2017 - 2030 (USD Million)

TABLE 5 Global contact center software market, by service, 2017 - 2030 (USD Million)

TABLE 6 Global contact center software market, by deployment, 2017 - 2030 (USD Million)

TABLE 7 Global contact center software market, by enterprise size, 2017 - 2030 (USD Million)

TABLE 8 Global contact center software market, by end use, 2017 - 2030 (USD Million)

TABLE 9 Vendor landscape

TABLE 10 Benefits of business process automation in companies across the globe, 2018 (%)

TABLE 11 Impact of omnichannel customer experience, 2017 (%)

TABLE 12 Cloud adoption rates comparison (%)

TABLE 13 Elements of customer satisfaction (%)

TABLE 14 Global number of contact centers, 2017 - 2030

TABLE 15 Global number of contact centers, by region, 2017 - 2030

TABLE 16 Global number of agent positions, 2017 - 2030 (In Million)

TABLE 17 Global number of agent positions, by region, 2017 - 2030 (In Million)

TABLE 18 Global number of agent positions, by type, 2017 - 2030 (In Million)

TABLE 19 Global number of in-house agent positions, by region, 2017 - 2030 (In Million)

TABLE 20 Global number of outsourced agent positions, by region, 2017 - 2030 (In Million)

TABLE 21 List of prominent players - North America

TABLE 22 List of prominent players - Europe

TABLE 23 List of prominent players - Asia Pacific

TABLE 24 List of prominent players - Latin America

TABLE 25 List of prominent players - MEA

TABLE 26 Global contact centers with 1,000+ agent size

TABLE 27 ACD contact center software market, 2017 - 2030 (USD Million)

TABLE 28 ACD contact center software market, by region, 2017 - 2030 (USD Million)

TABLE 29 Call recording contact center software market, 2017 - 2030 (USD Million)

- TABLE 30 Call recording contact center software market, by region, 2017 - 2030 (USD Million)
- TABLE 31 CTI contact center software market, 2017 - 2030 (USD Million)
- TABLE 32 CTI contact center software market, by region, 2017 - 2030 (USD Million)
- TABLE 33 Customer collaboration contact center software market, 2017 - 2030 (USD Million)
- TABLE 34 Customer collaboration contact center software market, by region, 2017 - 2030 (USD Million)
- TABLE 35 Dialer contact center software market, 2017 - 2030 (USD Million)
- TABLE 36 Dialer contact center software market, by region, 2017 - 2030 (USD Million)
- TABLE 37 IVR contact center software market, 2017 - 2030 (USD Million)
- TABLE 38 IVR contact center software market, by region, 2017 - 2030 (USD Million)
- TABLE 39 Reporting & analytics contact center software market, 2017 - 2030 (USD Million)
- TABLE 40 Reporting & analytics contact center software market, by region, 2017 - 2030 (USD Million)
- TABLE 41 Workforce optimization contact center software market, 2017 - 2030 (USD Million)
- TABLE 42 Workforce optimization contact center software market, by region, 2017 - 2030 (USD Million)
- TABLE 43 Other contact center software market, 2017 - 2030 (USD Million)
- TABLE 44 Other contact center software market, by region, 2017 - 2030 (USD Million)
- TABLE 45 Contact center software integration & deployment service market, 2017 - 2030 (USD Million)
- TABLE 46 Contact center software integration & deployment service market, by region, 2017 - 2030 (USD Million)
- TABLE 47 Contact center software support & maintenance service market, 2017 - 2030 (USD Million)
- TABLE 48 Contact center software support & maintenance service market, by region, 2017 - 2030 (USD Million)
- TABLE 49 Contact center software training & consulting service market, 2017 - 2030 (USD Million)
- TABLE 50 Contact center software training & consulting service market, by region, 2017 - 2030 (USD Million)
- TABLE 51 Contact center software managed service market, 2017 - 2030 (USD Million)
- TABLE 52 Contact center software managed service market, by region, 2017 - 2030 (USD Million)
- TABLE 53 Hosted contact center software market, 2017 - 2030 (USD Million)
- TABLE 54 Hosted contact center software market, by region, 2017 - 2030 (USD Million)

TABLE 55 On-premise contact center software market, 2017 - 2030 (USD Million)

TABLE 56 On-premise contact center software market, by region, 2017 - 2030 (USD Million)

TABLE 57 Contact center software market in large enterprise, 2017 - 2030 (USD Million)

TABLE 58 Contact center software market in large enterprise, by region, 2017 - 2030 (USD Million)

TABLE 59 Contact center software market in small & medium enterprise, 2017 - 2030 (USD Million)

TABLE 60 Contact center software market in small & medium enterprises, by region, 2017 - 2030 (USD Million)

TABLE 61 Contact center software market in BFSI, 2017 - 2030 (USD Million)

TABLE 62 Contact center software market in BFSI, by region, 2017 - 2030 (USD Million)

TABLE 63 Contact center software market in consumer goods & retail, 2017 - 2030 (USD Million)

TABLE 64 Contact center software market in consumer goods & retail, by region, 2017 - 2030 (USD Million)

TABLE 65 Contact center software market in government, 2017 - 2030 (USD Million)

TABLE 66 Contact center software market in government, by region, 2017 - 2030 (USD Million)

TABLE 67 Contact center software market in healthcare, 2017 - 2030 (USD Million)

TABLE 68 Contact center software market in healthcare, by region, 2017 - 2030 (USD Million)

TABLE 69 Contact center software market in IT & telecom, 2017 - 2030 (USD Million)

TABLE 70 Contact center software market in IT & telecom, by region, 2017 - 2030 (USD Million)

TABLE 71 Contact center software market in travel & hospitality, 2017 - 2030 (USD Million)

TABLE 72 Contact center software market in travel & hospitality, by region, 2017 - 2030 (USD Million)

TABLE 73 Contact center software market in other end use, 2017 - 2030 (USD Million)

TABLE 74 Contact center software market in other end use, by region, 2017 - 2030 (USD Million)

TABLE 75 North America contact center software market, 2017 - 2030 (USD Million)

TABLE 76 North America contact center software market, by solution, 2017 - 2030 (USD Million)

TABLE 77 North America contact center software market, by service, 2017 - 2030 (USD Million)

TABLE 78 North America contact center software market, by deployment, 2017 - 2030 (USD Million)

TABLE 79 North America contact center software market, by enterprise size, 2017 - 2030 (USD Million)

TABLE 80 North America contact center software market, by end use, 2017 - 2030 (USD Million)

TABLE 81 U.S. contact center software market, 2017 - 2030 (USD Million)

TABLE 82 U.S. contact center software market, by solution, 2017 - 2030 (USD Million)

TABLE 83 U.S. contact center software market, by service, 2017 - 2030 (USD Million)

TABLE 84 U.S. contact center software market, by deployment, 2017 - 2030 (USD Million)

TABLE 85 U.S. contact center software market, by enterprise size, 2017 - 2030 (USD Million)

TABLE 86 U.S. contact center software market, by end use, 2017 - 2030 (USD Million)

TABLE 87 Canada contact center software market, 2017 - 2030 (USD Million)

TABLE 88 Canada contact center software market, by solution, 2017 - 2030 (USD Million)

TABLE 89 Canada contact center software market, by service, 2017 - 2030 (USD Million)

TABLE 90 Canada contact center software market, by deployment, 2017 - 2030 (USD Million)

TABLE 91 Canada contact center software market, by enterprise size, 2017 - 2030 (USD Million)

TABLE 92 Canada contact center software market, by end use, 2017 - 2030 (USD Million)

TABLE 93 Europe contact center software market, 2017 - 2030 (USD Million)

TABLE 94 Europe contact center software market, by solution, 2017 - 2030 (USD Million)

TABLE 95 Europe contact center software market, by service, 2017 - 2030 (USD Million)

TABLE 96 Europe contact center software market, by deployment, 2017 - 2030 (USD Million)

TABLE 97 Europe contact center software market, by enterprise size, 2017 - 2030 (USD Million)

TABLE 98 Europe contact center software market, by end use, 2017 - 2030 (USD Million)

TABLE 99 Germany contact center software market, 2017 - 2030 (USD Million)

TABLE 100 Germany contact center software market, by solution, 2017 - 2030 (USD Million)



TABLE 101 Germany contact center software market, by service, 2017 - 2030 (USD Million)

TABLE 102 Germany contact center software market, by deployment, 2017 - 2030 (USD Million)

TABLE 103 Germany contact center software market, by enterprise size, 2017 - 2030 (USD Million)

TABLE 104 Germany contact center software market, by end use, 2017 - 2030 (USD Million)

TABLE 105 U.K. contact center software market, 2017 - 2030 (USD Million)

TABLE 106 U.K. contact center software market, by solution, 2017 - 2030 (USD Million)

TABLE 107 U.K. contact center software market, by service, 2017 - 2030 (USD Million)

TABLE 108 U.K. contact center software market, by deployment, 2017 - 2030 (USD Million)

TABLE 109 U.K. contact center software market, by enterprise size, 2017 - 2030 (USD Million)

TABLE 110 U.K. contact center software market, by end use, 2017 - 2030 (USD Million)

TABLE 111 Spain contact center software market, 2017 - 2030 (USD Million)

TABLE 112 Spain contact center software market, by solution, 2017 - 2030 (USD Million)

TABLE 113 Spain contact center software market, by service, 2017 - 2030 (USD Million)

TABLE 114 Spain contact center software market, by deployment, 2017 - 2030 (USD Million)

TABLE 115 Spain contact center software market, by enterprise size, 2017 - 2030 (USD Million)

TABLE 116 Spain contact center software market, by end use, 2017 - 2030 (USD Million)

TABLE 117 Asia Pacific contact center software market, 2017 - 2030 (USD Million)

TABLE 118 Asia Pacific contact center software market, by solution, 2017 - 2030 (USD Million)

TABLE 119 Asia Pacific contact center software market, by service, 2017 - 2030 (USD Million)

TABLE 120 Asia Pacific contact center software market, by deployment, 2017 - 2030 (USD Million)

TABLE 121 Asia Pacific contact center software market, by enterprise size, 2017 - 2030 (USD Million)

TABLE 122 Asia Pacific contact center software market, by end use, 2017 - 2030 (USD Million)

TABLE 123 China contact center software market, 2017 - 2030 (USD Million)

TABLE 124 China contact center software market, by solution, 2017 - 2030 (USD Million)

TABLE 125 China contact center software market, by service, 2017 - 2030 (USD Million)

TABLE 126 China contact center software market, by deployment, 2017 - 2030 (USD Million)

TABLE 127 China contact center software market, by enterprise size, 2017 - 2030 (USD Million)

TABLE 128 China contact center software market, by end use, 2017 - 2030 (USD Million)

TABLE 129 India contact center software market, 2017 - 2030 (USD Million)

TABLE 130 India contact center software market, by solution, 2017 - 2030 (USD Million)

TABLE 131 India contact center software market, by service, 2017 - 2030 (USD Million)

TABLE 132 India contact center software market, by deployment, 2017 - 2030 (USD Million)

TABLE 133 India contact center software market, by enterprise size, 2017 - 2030 (USD Million)

TABLE 134 India contact center software market, by end use, 2017 - 2030 (USD Million)

TABLE 135 Japan contact center software market, 2017 - 2030 (USD Million)

TABLE 136 Japan contact center software market, by solution, 2017 - 2030 (USD Million)

TABLE 137 Japan contact center software market, by service, 2017 - 2030 (USD Million)

TABLE 138 Japan contact center software market, by deployment, 2017 - 2030 (USD Million)

TABLE 139 Japan contact center software market, by enterprise size, 2017 - 2030 (USD Million)

TABLE 140 Japan contact center software market, by end use, 2017 - 2030 (USD Million)

TABLE 141 Latin America contact center software market, 2017 - 2030 (USD Million)

TABLE 142 Latin America contact center software market, by solution, 2017 - 2030 (USD Million)

TABLE 143 Latin America contact center software market, by service, 2017 - 2030 (USD Million)

TABLE 144 Latin America contact center software market, by deployment, 2017 - 2030 (USD Million)

TABLE 145 Latin America contact center software market, by enterprise size, 2017 - 2030 (USD Million)

TABLE 146 Latin America contact center software market, by end use, 2017 - 2030 (USD Million)

TABLE 147 Brazil contact center software market, 2017 - 2030 (USD Million)

TABLE 148 Brazil contact center software market, by solution, 2017 - 2030 (USD Million)

TABLE 149 Brazil contact center software market, by service, 2017 - 2030 (USD Million)

TABLE 150 Brazil contact center software market, by deployment, 2017 - 2030 (USD Million)

TABLE 151 Brazil contact center software market, by enterprise size, 2017 - 2030 (USD Million)

TABLE 152 Brazil contact center software market, by end use, 2017 - 2030 (USD Million)

TABLE 153 MEA contact center software market, 2017 - 2030 (USD Million)

TABLE 154 MEA contact center software market, by solution, 2017 - 2030 (USD Million)

TABLE 155 MEA contact center software market, by service, 2017 - 2030 (USD Million)

TABLE 156 MEA contact center software market, by deployment, 2017 - 2030 (USD Million)

TABLE 157 MEA contact center software market, by enterprise size, 2017 - 2030 (USD Million)

TABLE 158 MEA contact center software market, by end use, 2017 - 2030 (USD Million)

## List Of Figures

### LIST OF FIGURES

- FIG. 1 Market segmentation and scope
- FIG. 2 Global contact center software market, 2017 - 2030 (USD Million)
- FIG. 3 Contact center software market - Value chain analysis
- FIG. 4 Contact center software market - Market dynamics
- FIG. 5 Contact center software market - Key market driver impact
- FIG. 6 Contact center software market - Key market challenge impact
- FIG. 7 Key opportunities prioritized
- FIG. 8 Contact center software market - Porter's five forces analysis
- FIG. 9 Contact center software market - Company market share analysis, 2021
- FIG. 10 Contact center software market - PESTEL analysis
- FIG. 11 Share of in-house agent positions, by end use, 2021
- FIG. 12 Contact center software market, by solution, 2021
- FIG. 13 Contact center software market, by service, 2021
- FIG. 14 Contact center software market, by deployment, 2021
- FIG. 15 contact center software market, by enterprise size, 2021
- FIG. 16 Contact center software market, by end use, 2021
- FIG. 17 Contact center software market, by region, 2021
- FIG. 18 Contact center software market - Regional takeaways
- FIG. 19 North America contact center software market - Key takeaways
- FIG. 20 Europe contact center software market - Key takeaways
- FIG. 21 Asia Pacific contact center software market - Key takeaways
- FIG. 22 Latin America contact center software market - Key takeaways
- FIG. 23 MEA contact center software market - Key takeaways
- FIG. 24 Company's investment in R&D (in million dollars)
- FIG. 25 Company's investment in R&D (in million dollars)
- FIG. 26 Company's investment in R&D (in thousand dollars)

## I would like to order

Product name: Contact Center Software Market Size, Share & Trends Analysis Report By Solution (ACD, IVR), By Enterprise Size (Large, Small & Medium), By End Use (BFSI, IT & Telecom), By Service, By Deployment, And Segment Forecasts, 2022 - 2030

Product link: <https://marketpublishers.com/r/CB3437B26DCEN.html>

Price: US\$ 4,950.00 (Single User License / Electronic Delivery)

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

[info@marketpublishers.com](mailto:info@marketpublishers.com)

## Payment

To pay by Credit Card (Visa, MasterCard, American Express, PayPal), please, click button on product page <https://marketpublishers.com/r/CB3437B26DCEN.html>

To pay by Wire Transfer, please, fill in your contact details in the form below:

First name:  
Last name:  
Email:  
Company:  
Address:  
City:  
Zip code:  
Country:  
Tel:  
Fax:  
Your message:

**\*\*All fields are required**

Customer signature \_\_\_\_\_

Please, note that by ordering from marketpublishers.com you are agreeing to our Terms & Conditions at <https://marketpublishers.com/docs/terms.html>

To place an order via fax simply print this form, fill in the information below

and fax the completed form to +44 20 7900 3970