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# 2017-2025 World Agent Performance Optimization (APO) Market Research Report (by Product Type, End-User/Application and Regions/Countries)

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## Abstracts

**SUMMARY**

Agent Performance Optimization covers everything from workforce and performance management, quality monitoring, analytics and virtual agents. Agent performance optimization is widely used in contact centers for agent-facing technologies. These contact center applications essentially seek to reduce workforce costs, increase agent effectiveness, and improve service levels. These tools ease manager's task in planning schedules, forecasting agent requirements, measuring agent performance, analyzing results and improving outcomes.

This report includes market status and forecast of global and major regions, with introduction of vendors, regions, product types and end industries; and this report counts product types and end industries in global and major regions.

The report includes as follows:

The report provides current data, historical overview and future forecast.
The report includes an in-depth analysis of the Global market for Agent Performance Optimization (APO) , covering Global total and major region markets.
The data of 2017-2025 are included. All-inclusive market are given through data on sales, consumption, and prices (Global total and by major regions).
The report provides introduction of leading Global manufacturers.
Agent Performance Optimization (APO) market prospects to 2025 are included (in sales, consumption and price).

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Market Segment as follows:

By Region / Countries

North America (U.S., Canada, Mexico)

Europe (Germany, U.K., France, Italy, Russia, Spain etc)

Asia-Pacific (China, India, Japan, Southeast Asia etc)

South America (Brazil, Argentina etc)

Middle East & Africa (Saudi Arabia, South Africa etc)

By Type

Cloud Based

On Premises

By End-User / Application

Small & Mid-sized Businesses

Large Enterprises

By Company

NICE Ltd

Genesys

Verint Systems Inc

Aspect

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Calabrio

Five9

Teleopti AB

ZOOM International

InVision AG

Upstream Works Software

Envision Telephony

CallMiner

CallFinder

HigherGround, Inc.

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