

# Global Agent Performance Optimization (APO) Market Data Survey Report 2015-2025

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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.

The global Agent Performance Optimization (APO) market will reach xxx Million USD in 2020 with CAGR xx% 2020-2025. The main contents of the report including:

Global market size and forecast

Regional market size, production data and export & import

Key manufacturers profile, products & services, sales data of business

Global market size by Major End-Use

Global market size by Major Type

Key manufacturers are included based on company profile, sales data and product specifications etc.:

NICE Ltd

Genesys

Verint Systems Inc

## Aspect

Calabrio

Five9

Teleopti AB

ZOOM International

InVision AG

Upstream Works Software

Envision Telephony

CallMiner

CallFinder

HigherGround, Inc.

Major applications as follows:

Small & Mid-sized Businesses

Large Enterprises

Major Type as follows:

Cloud Based

On Premises

Regional market size, production data and export & import:

Asia-Pacific

North America

Europe

South America

Middle East & Africa

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