

Global Agent Performance Optimization (APO) Market Research Report 2018

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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.

Market Segment as follows:

By Region

Asia-Pacific

North America

Europe

South America

Middle East & Africa

By Type

Cloud Based

On Premises

By Application

Small & Mid-sized Businesses

Large Enterprises

By Company

NICE Ltd

Genesys

Verint Systems Inc

Aspect

Calabrio

Five9

Teleopti AB

ZOOM International

InVision AG

Upstream Works Software

Envision Telephony

CallMiner

CallFinder

HigherGround, Inc.

The main contents of the report including:

Section 1: Product definition, type and application, global and regional market overview;

Section 2: Global and regional Market competition by company;

Section 3: Global and regional sales revenue, volume and price by type;

Section 4: Global and regional sales revenue, volume and price by application;

Section 5: Regional export and import;

Section 6: Company information, business overview, sales data and product specifications;

Section 7: Industry chain and raw materials;

Section 8: SWOT and Porter's Five Forces;

Section 9: Conclusion.

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