

Global Contact Center Outsourcing Market Research Report 2020 (Covid-19 Version)

<https://marketpublishers.com/r/G188B66920D3EN.html>

Date: June 2020

Pages: 158

Price: US\$ 3,500.00 (Single User License)

ID: G188B66920D3EN

Abstracts

SUMMARY

Market Segment as follows:

By Region

Asia-Pacific

North America

Europe

South America

Middle East & Africa

By Type

Email Support

Chat Support

Voice Over IP (VoIP)

Website Support

Others

By Application

BFSI

Retail

Government

IT & Telecommunication

Defense Aerospace & Intelligence

Manufacturing

Others

By Company

IBM

HP

Sitel

Teleperformance

Xerox Corporation

CGS Inc

HGS

Datamark, Inc

Infinet Contact

Five9

VADS

Alorica

Invensis

Transcosmos

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.

Contents

1 MARKET OVERVIEW

1.1 Market Segment Overview

1.1.1 Product Definition

1.1.2 Market by Type

1.1.2.1 Email Support

Figure Email Support Market Size and CAGR 2015-2020 (Million USD)

Figure Email Support Market Forecast and CAGR 2020-2025 (Million USD)

1.1.2.2 Chat Support

Figure Chat Support Market Size and CAGR 2015-2020 (Million USD)

Figure Chat Support Market Forecast and CAGR 2020-2025 (Million USD)

1.1.2.3 Voice Over IP (VoIP)

Figure Voice Over IP (VoIP) Market Size and CAGR 2015-2020 (Million USD)

Figure Voice Over IP (VoIP) Market Forecast and CAGR 2020-2025 (Million USD)

1.1.2.4 Website Support

Figure Website Support Market Size and CAGR 2015-2020 (Million USD)

Figure Website Support Market Forecast and CAGR 2020-2025 (Million USD)

1.1.2.5 Others

Figure Others Market Size and CAGR 2015-2020 (Million USD)

Figure Others Market Forecast and CAGR 2020-2025 (Million USD)

1.1.3 Market by Application

1.1.3.1 BFSI

Figure BFSI Market Size and CAGR 2015-2020 (Million USD)

Figure BFSI Market Forecast and CAGR 2020-2025 (Million USD)

1.1.3.2 Retail

Figure Retail Market Size and CAGR 2015-2020 (Million USD)

Figure Retail Market Forecast and CAGR 2020-2025 (Million USD)

1.1.3.3 Government

Figure Government Market Size and CAGR 2015-2020 (Million USD)

Figure Government Market Forecast and CAGR 2020-2025 (Million USD)

1.1.3.4 IT & Telecommunication

Figure IT & Telecommunication Market Size and CAGR 2015-2020 (Million USD)

Figure IT & Telecommunication Market Forecast and CAGR 2020-2025 (Million USD)

1.1.3.5 Defense Aerospace & Intelligence

Figure Defense Aerospace & Intelligence Market Size and CAGR 2015-2020 (Million USD)

Figure Defense Aerospace & Intelligence Market Forecast and CAGR 2020-2025

(Million USD)

1.1.3.6 Manufacturing

Figure Manufacturing Market Size and CAGR 2015-2020 (Million USD)

Figure Manufacturing Market Forecast and CAGR 2020-2025 (Million USD)

1.1.3.7 Others

Figure Others Market Size and CAGR 2015-2020 (Million USD)

Figure Others Market Forecast and CAGR 2020-2025 (Million USD)

1.2 Global and Regional Market Size

1.2.1 Global Overview

Figure Global Contact Center Outsourcing Market Size and CAGR 2015-2020 (Million USD)

Figure Global Contact Center Outsourcing Market Forecast and CAGR 2020-2025 (Million USD)

1.2.2 Market by Region

1.2.2.1 Asia-Pacific

Figure Asia-Pacific Contact Center Outsourcing Market Size and CAGR 2015-2020 (Million USD)

Figure Asia-Pacific Contact Center Outsourcing Market Forecast and CAGR 2020-2025 (Million USD)

1.2.2.2 North America

Figure North America Contact Center Outsourcing Market Size and CAGR 2015-2020 (Million USD)

Figure North America Contact Center Outsourcing Market Forecast and CAGR 2020-2025 (Million USD)

1.2.2.3 Europe

Figure Europe Contact Center Outsourcing Market Size and CAGR 2015-2020 (Million USD)

Figure Europe Contact Center Outsourcing Market Forecast and CAGR 2020-2025 (Million USD)

1.2.2.4 South America

Figure South America Contact Center Outsourcing Market Size and CAGR 2015-2020 (Million USD)

Figure South America Contact Center Outsourcing Market Forecast and CAGR 2020-2025 (Million USD)

1.2.2.5 Middle East & Africa

Figure Middle East & Africa Contact Center Outsourcing Market Size and CAGR 2015-2020 (Million USD)

Figure Middle East & Africa Contact Center Outsourcing Market Forecast and CAGR 2020-2025 (Million USD)

2 GLOBAL AND REGIONAL MARKET BY COMPANY

2.1 Global

2.1.1 Global Sales by Company

Table Global Market Sales Revenue by Company 2015-2020

Table Global Market Sales Revenue Share by Company 2015-2020

Figure Global Market Sales Revenue Share by Company in 2020

2.1.2 Global Price by Company

2.2 Asia-Pacific

2.2.1 Asia-Pacific Sales by Company

Table Asia-Pacific Market Sales Revenue by Company 2015-2020

Table Asia-Pacific Market Sales Revenue Share by Company 2015-2020

Figure Asia-Pacific Market Sales Revenue Share by Company in 2020

2.2.2 Asia-Pacific Price by Company

2.3 North America

2.3.1 North America Sales by Company

Table North America Market Sales Revenue by Company 2015-2020

Table North America Market Sales Revenue Share by Company 2015-2020

Figure North America Market Sales Revenue Share by Company in 2020

2.3.2 North America Price by Company

2.4 Europe

2.4.1 Europe Market Sales by Company

Table Europe Market Sales Revenue by Company 2015-2020

Table Europe Market Sales Revenue Share by Company 2015-2020

Figure Europe Market Sales Revenue Share by Company in 2020

2.4.2 Europe Price by Company

2.5 South America

2.5.1 South America Sales by Company

Table South America Market Sales Revenue by Company 2015-2020

Table South America Market Sales Revenue Share by Company 2015-2020

Figure South America Market Sales Revenue Share by Company in 2020

2.5.2 South America Price by Company

2.6 Middle East & Africa

2.6.1 Middle East & Africa Sales by Company

Table Middle East & Africa Market Sales Revenue by Company 2015-2020

Table Middle East & Africa Market Sales Revenue Share by Company 2015-2020

Figure Middle East & Africa Market Sales Revenue Share by Company in 2020

2.6.2 Middle East & Africa Price by Company

3 GLOBAL AND REGIONAL MARKET BY TYPE

3.1 Global

3.1.1 Global Sales by Type

Table Global Market Sales Revenue by Type 2015-2020

Table Global Market Sales Revenue Share by Type 2015-2020

Figure Global Market Sales Revenue Share by Type in 2020

3.1.2 Global Price by Type

3.2 Asia-Pacific

3.2.1 Asia-Pacific Sales by Type

Table Asia-Pacific Market Sales Revenue by Type 2015-2020

Table Asia-Pacific Market Sales Revenue Share by Type 2015-2020

Figure Asia-Pacific Market Sales Revenue Share by Type in 2020

3.2.2 Asia-Pacific Price by Type

3.3 North America

3.3.1 North America Sales by Type

Table North America Market Sales Revenue by Type 2015-2020

Table North America Market Sales Revenue Share by Type 2015-2020

Figure North America Market Sales Revenue Share by Type in 2020

3.3.2 North America Price by Type

3.4 Europe

3.4.1 Europe Market Sales by Type

Table Europe Market Sales Revenue by Type 2015-2020

Table Europe Market Sales Revenue Share by Type 2015-2020

Figure Europe Market Sales Revenue Share by Type in 2020

3.4.2 Europe Price by Type

3.5 South America

3.5.1 South America Sales by Type

Table South America Market Sales Revenue by Type 2015-2020

Table South America Market Sales Revenue Share by Type 2015-2020

Figure South America Market Sales Revenue Share by Type in 2020

3.5.2 South America Price by Type

3.6 Middle East & Africa

3.6.1 Middle East & Africa Sales by Type

Table Middle East & Africa Market Sales Revenue by Type 2015-2020

Table Middle East & Africa Market Sales Revenue Share by Type 2015-2020

Figure Middle East & Africa Market Sales Revenue Share by Type in 2020

3.6.2 Middle East & Africa Price by Type

4 GLOBAL AND REGIONAL MARKET BY APPLICATION

4.1 Global

4.1.1 Global Sales by Application

Table Global Market Sales Revenue by Application 2015-2020

Table Global Market Sales Revenue Share by Application 2015-2020

Figure Global Market Sales Revenue Share by Application in 2020

4.1.2 Global Price by Application

4.2 Asia-Pacific

4.2.1 Asia-Pacific Sales by Application

Table Asia-Pacific Market Sales Revenue by Application 2015-2020

Table Asia-Pacific Market Sales Revenue Share by Application 2015-2020

Figure Asia-Pacific Market Sales Revenue Share by Application in 2020

4.2.2 Asia-Pacific Price by Application

4.3 North America

4.3.1 North America Sales by Application

Table North America Market Sales Revenue by Application 2015-2020

Table North America Market Sales Revenue Share by Application 2015-2020

Figure North America Market Sales Revenue Share by Application in 2020

4.3.2 North America Price by Application

4.4 Europe

4.4.1 Europe Market Sales by Application

Table Europe Market Sales Revenue by Application 2015-2020

Table Europe Market Sales Revenue Share by Application 2015-2020

Figure Europe Market Sales Revenue Share by Application in 2020

4.4.2 Europe Price by Application

4.5 South America

4.5.1 South America Sales by Application

Table South America Market Sales Revenue by Application 2015-2020

Table South America Market Sales Revenue Share by Application 2015-2020

Figure South America Market Sales Revenue Share by Application in 2020

4.5.2 South America Price by Application

4.6 Middle East & Africa

4.6.1 Middle East & Africa Sales by Application

Table Middle East & Africa Market Sales Revenue by Application 2015-2020

Table Middle East & Africa Market Sales Revenue Share by Application 2015-2020

Figure Middle East & Africa Market Sales Revenue Share by Application in 2020

4.6.2 Middle East & Africa Price by Application

5 REGIONAL TRADE

5.1 Export

Table Regional Export 2015-2020 (Million USD)

5.2 Import

Table Regional Import 2015-2020 (Million USD)

6 KEY MANUFACTURERS

6.1 IBM

6.1.1 Company Information

6.1.2 Products Overview

6.1.3 Business Data (Sales Revenue, Cost and Margin)

Table Sales Revenue, Cost and Margin of IBM

6.2 HP (Company Information, Products Overview & Business Data)

6.3 Sitel (Company Information, Products Overview & Business Data)

6.4 Teleperformance (Company Information, Products Overview & Business Data)

6.5 Xerox Corporation (Company Information, Products Overview & Business Data)

6.6 CGS Inc (Company Information, Products Overview & Business Data)

6.7 HGS (Company Information, Products Overview & Business Data)

6.8 Datamark, Inc (Company Information, Products Overview & Business Data)

6.9 Infinit Contact (Company Information, Products Overview & Business Data)

6.10 Five9 (Company Information, Products Overview & Business Data)

6.11 VADS (Company Information, Products Overview & Business Data)

6.12 Alorica (Company Information, Products Overview & Business Data)

6.13 Invensis (Company Information, Products Overview & Business Data)

6.14 Transcosmos (Company Information, Products Overview & Business Data)

7 INDUSTRY UPSTREAM

7.1 Industry Chain

Figure Industry Chain Overview

7.2 Raw Materials

Figure Contact Center Outsourcing SWOT List

8 MARKET ENVIRONMENT

8.1 SWOT

8.2 Porter's Five Forces

Figure Contact Center Outsourcing Porter's Five Forces

8.3 Coronavirus Impact on the Industry

8.3.1 Impact of Covid-19 on Production

8.3.2 Impact of Covid-19 on Demand

8.3.3 Impact of Covid-19 on Purchase & Use

8.3.4 Impact of Covid-19 on Price

8.3.5 Impact of Covid-19 on Others

9 CONCLUSION

List Of Tables

LIST OF TABLES

Table Global Market Sales Revenue by Company 2015-2020
Table Global Market Sales Revenue Share by Company 2015-2020
Table Asia-Pacific Market Sales Revenue by Company 2015-2020
Table Asia-Pacific Market Sales Revenue Share by Company 2015-2020
Table North America Market Sales Revenue by Company 2015-2020
Table North America Market Sales Revenue Share by Company 2015-2020
Table Europe Market Sales Revenue by Company 2015-2020
Table Europe Market Sales Revenue Share by Company 2015-2020
Table South America Market Sales Revenue by Company 2015-2020
Table South America Market Sales Revenue Share by Company 2015-2020
Table Middle East & Africa Market Sales Revenue by Company 2015-2020
Table Middle East & Africa Market Sales Revenue Share by Company 2015-2020
Table Global Market Sales Revenue by Type 2015-2020
Table Global Market Sales Revenue Share by Type 2015-2020
Table Asia-Pacific Market Sales Revenue by Type 2015-2020
Table Asia-Pacific Market Sales Revenue Share by Type 2015-2020
Table North America Market Sales Revenue by Type 2015-2020
Table North America Market Sales Revenue Share by Type 2015-2020
Table Europe Market Sales Revenue by Type 2015-2020
Table Europe Market Sales Revenue Share by Type 2015-2020
Table South America Market Sales Revenue by Type 2015-2020
Table South America Market Sales Revenue Share by Type 2015-2020
Table Middle East & Africa Market Sales Revenue by Type 2015-2020
Table Middle East & Africa Market Sales Revenue Share by Type 2015-2020
Table Global Market Sales Revenue by Application 2015-2020
Table Global Market Sales Revenue Share by Application 2015-2020
Table Asia-Pacific Market Sales Revenue by Application 2015-2020
Table Asia-Pacific Market Sales Revenue Share by Application 2015-2020
Table North America Market Sales Revenue by Application 2015-2020
Table North America Market Sales Revenue Share by Application 2015-2020
Table Europe Market Sales Revenue by Application 2015-2020
Table Europe Market Sales Revenue Share by Application 2015-2020
Table South America Market Sales Revenue by Application 2015-2020
Table South America Market Sales Revenue Share by Application 2015-2020
Table Middle East & Africa Market Sales Revenue by Application 2015-2020

Table Middle East & Africa Market Sales Revenue Share by Application 2015-2020

Table Regional Export 2015-2020 (Million USD)

Table Regional Import 2015-2020 (Million USD)

Table Sales Revenue, Cost and Margin of IBM

List Of Figures

LIST OF FIGURES

Figure Email Support Market Size and CAGR 2015-2020 (Million USD)

Figure Email Support Market Forecast and CAGR 2020-2025 (Million USD)

Figure Chat Support Market Size and CAGR 2015-2020 (Million USD)

Figure Chat Support Market Forecast and CAGR 2020-2025 (Million USD)

Figure Voice Over IP (VoIP) Market Size and CAGR 2015-2020 (Million USD)

Figure Voice Over IP (VoIP) Market Forecast and CAGR 2020-2025 (Million USD)

Figure Website Support Market Size and CAGR 2015-2020 (Million USD)

Figure Website Support Market Forecast and CAGR 2020-2025 (Million USD)

Figure Others Market Size and CAGR 2015-2020 (Million USD)

Figure Others Market Forecast and CAGR 2020-2025 (Million USD)

Figure BFSI Market Size and CAGR 2015-2020 (Million USD)

Figure BFSI Market Forecast and CAGR 2020-2025 (Million USD)

Figure Retail Market Size and CAGR 2015-2020 (Million USD)

Figure Retail Market Forecast and CAGR 2020-2025 (Million USD)

Figure Government Market Size and CAGR 2015-2020 (Million USD)

Figure Government Market Forecast and CAGR 2020-2025 (Million USD)

Figure IT & Telecommunication Market Size and CAGR 2015-2020 (Million USD)

Figure IT & Telecommunication Market Forecast and CAGR 2020-2025 (Million USD)

Figure Defense Aerospace & Intelligence Market Size and CAGR 2015-2020 (Million USD)

Figure Defense Aerospace & Intelligence Market Forecast and CAGR 2020-2025 (Million USD)

Figure Manufacturing Market Size and CAGR 2015-2020 (Million USD)

Figure Manufacturing Market Forecast and CAGR 2020-2025 (Million USD)

Figure Others Market Size and CAGR 2015-2020 (Million USD)

Figure Others Market Forecast and CAGR 2020-2025 (Million USD)

Figure Global Contact Center Outsourcing Market Size and CAGR 2015-2020 (Million USD)

Figure Global Contact Center Outsourcing Market Forecast and CAGR 2020-2025 (Million USD)

Figure Asia-Pacific Contact Center Outsourcing Market Size and CAGR 2015-2020 (Million USD)

Figure Asia-Pacific Contact Center Outsourcing Market Forecast and CAGR 2020-2025 (Million USD)

Figure North America Contact Center Outsourcing Market Size and CAGR 2015-2020

(Million USD)

Figure North America Contact Center Outsourcing Market Forecast and CAGR 2020-2025 (Million USD)

Figure Europe Contact Center Outsourcing Market Size and CAGR 2015-2020 (Million USD)

Figure Europe Contact Center Outsourcing Market Forecast and CAGR 2020-2025 (Million USD)

Figure South America Contact Center Outsourcing Market Size and CAGR 2015-2020 (Million USD)

Figure South America Contact Center Outsourcing Market Forecast and CAGR 2020-2025 (Million USD)

Figure Middle East & Africa Contact Center Outsourcing Market Size and CAGR 2015-2020 (Million USD)

Figure Middle East & Africa Contact Center Outsourcing Market Forecast and CAGR 2020-2025 (Million USD)

Figure Global Market Sales Revenue Share by Company in 2020

Figure Asia-Pacific Market Sales Revenue Share by Company in 2020

Figure North America Market Sales Revenue Share by Company in 2020

Figure Europe Market Sales Revenue Share by Company in 2020

Figure South America Market Sales Revenue Share by Company in 2020

Figure Middle East & Africa Market Sales Revenue Share by Company in 2020

Figure Global Market Sales Revenue Share by Type in 2020

Figure Asia-Pacific Market Sales Revenue Share by Type in 2020

Figure North America Market Sales Revenue Share by Type in 2020

Figure Europe Market Sales Revenue Share by Type in 2020

Figure South America Market Sales Revenue Share by Type in 2020

Figure Middle East & Africa Market Sales Revenue Share by Type in 2020

Figure Global Market Sales Revenue Share by Application in 2020

Figure Asia-Pacific Market Sales Revenue Share by Application in 2020

Figure North America Market Sales Revenue Share by Application in 2020

Figure Europe Market Sales Revenue Share by Application in 2020

Figure South America Market Sales Revenue Share by Application in 2020

Figure Middle East & Africa Market Sales Revenue Share by Application in 2020

Figure Industry Chain Overview

Figure Contact Center Outsourcing SWOT List

Figure Contact Center Outsourcing Porter's Five Forces

I would like to order

Product name: Global Contact Center Outsourcing Market Research Report 2020 (Covid-19 Version)

Product link: <https://marketpublishers.com/r/G188B66920D3EN.html>

Price: US\$ 3,500.00 (Single User License / Electronic Delivery)

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

info@marketpublishers.com

Payment

To pay by Credit Card (Visa, MasterCard, American Express, PayPal), please, click button on product page <https://marketpublishers.com/r/G188B66920D3EN.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