

The 2025-2030 World Outlook for Cloud Based Contact Centers

<https://marketpublishers.com/r/2C6F63AB3ECEN.html>

Date: March 2024

Pages: 288

Price: US\$ 995.00 (Single User License)

ID: 2C6F63AB3ECEN

Abstracts

This study covers the world outlook for cloud based contact centers across more than 190 countries. For each year reported, estimates are given for the latent demand, or potential industry earnings (P.I.E.), for the country in question (in millions of U.S. dollars), the percent share the country is of the region, and of the globe. These comparative benchmarks allow the reader to quickly gauge a country vis-à-vis others. Using econometric models which project fundamental economic dynamics within each country and across countries, latent demand estimates are created. This report does not discuss the specific players in the market serving the latent demand, nor specific details at the product level. The study also does not consider short-term cyclicalities that might affect realized sales. The study, therefore, is strategic in nature, taking an aggregate and long-run view, irrespective of the players or products involved.

In this report we define the sales of cloud based contact centers as including all commonly understood services falling within this broad category, irrespective of product packaging, formulation, size, or form. Companies participating in this industry include 3CLogic, 3CX, 8x8, Aircall, Arbeit Software. (USA), Aspect Software, Atos SE (Societas Europaea), AVOXI, Broadsoft, BT Group, Cisco, CloudAgent, Connect First, Empirix (US), Evolve IP, Five9, Genesys, Huawei Cloud, Incontact, Intelenet Global Services, Interactive Intelligence, InVision Software, Inc., Liveops, Mitel Networks, Newvoicemedia, NICE, Oracle, Ozonetel Communications Pvt, RingCentral, VitalPBX, Vocalcom (France), West, and x. In addition to the sources indicated, additional information available to the public via news and/or press releases published by players in the industry was considered in defining and calibrating this category. All figures are in a common currency (U.S. dollars, millions) and are not adjusted for inflation (i.e., they are current values). Exchange rates used to convert to U.S. dollars are averages for the year in question. Future exchange rates are assumed to be constant in the future at the

current level (the average of the year of this publication's release in 2024).

Contents

1 INTRODUCTION

- 1.1 OVERVIEW
- 1.2 WHAT IS LATENT DEMAND AND THE P.I.E.?
- 1.3 THE METHODOLOGY
- 1.4 FREQUENTLY ASKED QUESTIONS (FAQ)

2 SUMMARY OF FINDINGS

- 2.1 THE WORLDWIDE MARKET POTENTIAL

3 AFRICA

- 3.1 EXECUTIVE SUMMARY
- 3.2 ALGERIA
- 3.3 ANGOLA
- 3.4 BENIN
- 3.5 BOTSWANA
- 3.6 BURKINA FASO
- 3.7 BURUNDI
- 3.8 CAMEROON
- 3.9 CAPE VERDE
- 3.10 CENTRAL AFRICAN REPUBLIC
- 3.11 CHAD
- 3.12 COMOROS
- 3.13 CONGO (FORMERLY ZAIRE)
- 3.14 COTE D'IVOIRE
- 3.15 DJIBOUTI
- 3.16 EGYPT
- 3.17 EQUATORIAL GUINEA
- 3.18 ERITREA
- 3.19 ETHIOPIA
- 3.20 GABON
- 3.21 GHANA
- 3.22 GUINEA
- 3.23 GUINEA-BISSAU
- 3.24 KENYA

- 3.25 LESOTHO
- 3.26 LIBERIA
- 3.27 LIBYA
- 3.28 MADAGASCAR
- 3.29 MALAWI
- 3.30 MALI
- 3.31 MAURITANIA
- 3.32 MAURITIUS
- 3.34 MOROCCO
- 3.35 MOZAMBIQUE
- 3.36 NAMIBIA
- 3.37 NIGER
- 3.38 NIGERIA
- 3.39 REPUBLIC OF CONGO
- 3.40 RWANDA
- 3.41 SAO TOME E PRINCIPE
- 3.42 SENEGAL
- 3.43 SIERRA LEONE
- 3.44 SOMALIA
- 3.45 SOUTH AFRICA
- 3.46 SOUTH SUDAN
- 3.47 ST. HELENA
- 3.48 SWAZILAND
- 3.49 TANZANIA
- 3.50 THE GAMBIA
- 3.51 TOGO
- 3.52 TUNISIA
- 3.53 UGANDA
- 3.54 WESTERN SAHARA
- 3.55 ZAMBIA
- 3.56 ZIMBABWE

4 ASIA

- 4.1 EXECUTIVE SUMMARY
- 4.2 BANGLADESH
- 4.3 BHUTAN
- 4.4 BRUNEI
- 4.5 BURMA

- 4.6 CAMBODIA
- 4.7 CHINA
- 4.8 HONG KONG
- 4.9 INDIA
- 4.10 INDONESIA
- 4.11 JAPAN
- 4.12 LAOS
- 4.13 MACAU
- 4.14 MALAYSIA
- 4.15 MALDIVES
- 4.16 MONGOLIA
- 4.17 NEPAL
- 4.18 NORTH KOREA
- 4.19 PAPUA NEW GUINEA
- 4.20 PHILIPPINES
- 4.21 SEYCHELLES
- 4.22 SINGAPORE
- 4.23 SOUTH KOREA
- 4.24 SRI LANKA
- 4.25 TAIWAN
- 4.26 THAILAND
- 4.27 TIMOR - LESTE, DEMOCRATIC REPUBLIC OF
- 4.28 VIETNAM

5 EUROPE

- 5.1 EXECUTIVE SUMMARY
- 5.2 ALBANIA
- 5.3 ANDORRA
- 5.4 AUSTRIA
- 5.5 BELARUS
- 5.6 BELGIUM
- 5.7 BOSNIA AND HERZEGOVINA
- 5.8 BULGARIA
- 5.9 CROATIA
- 5.10 CYPRUS
- 5.11 CZECH REPUBLIC
- 5.12 DENMARK
- 5.13 ESTONIA

- 5.14 FINLAND
- 5.15 FRANCE
- 5.16 GEORGIA
- 5.17 GERMANY
- 5.18 GIBRALTAR
- 5.19 GREECE
- 5.20 GUERNSEY
- 5.21 HUNGARY
- 5.22 ICELAND
- 5.23 IRELAND
- 5.24 ISLE OF MAN
- 5.25 ITALY
- 5.26 JERSEY
- 5.27 KAZAKHSTAN
- 5.28 KOSOVO
- 5.29 LATVIA
- 5.30 LIECHTENSTEIN
- 5.31 LITHUANIA
- 5.32 LUXEMBOURG
- 5.33 MACEDONIA
- 5.34 MALTA
- 5.35 MOLDOVA
- 5.36 MONACO
- 5.37 MONTENEGRO
- 5.38 NORWAY
- 5.39 POLAND
- 5.40 PORTUGAL
- 5.41 ROMANIA
- 5.42 RUSSIA
- 5.43 SAN MARINO
- 5.44 SERBIA
- 5.45 SLOVAKIA
- 5.46 SLOVENIA
- 5.47 SPAIN
- 5.48 SWEDEN
- 5.49 SWITZERLAND
- 5.50 THE FAROE ISLANDS
- 5.51 THE NETHERLANDS
- 5.52 THE UNITED KINGDOM

5.53 UKRAINE

6 LATIN AMERICA

6.1 EXECUTIVE SUMMARY

6.2 ARGENTINA

6.3 BELIZE

6.4 BOLIVIA

6.5 BRAZIL

6.6 CHILE

6.7 COLOMBIA

6.8 COSTA RICA

6.9 ECUADOR

6.10 EL SALVADOR

6.12 GUATEMALA

6.13 GUYANA

6.14 HONDURAS

6.15 MEXICO

6.16 NICARAGUA

6.17 PANAMA

6.18 PARAGUAY

6.19 PERU

6.20 SURINAME

6.21 THE FALKLAND ISLANDS

6.22 URUGUAY

6.23 VENEZUELA

7 NORTH AMERICA & THE CARIBBEAN

7.1 EXECUTIVE SUMMARY

7.2 ANGUILLA

7.3 ANTIGUA AND BARBUDA

7.4 ARUBA

7.5 BARBADOS

7.6 BERMUDA

7.7 CANADA

7.8 CUBA

7.9 CURACAO

7.10 DOMINICA

- 7.11 DOMINICAN REPUBLIC
- 7.12 GREENLAND
- 7.13 GRENADA
- 7.15 HAITI
- 7.16 JAMAICA
- 7.18 MONTSERRAT
- 7.19 PUERTO RICO
- 7.20 SINT MAARTEN
- 7.21 ST PIERRE AND MIQUELON
- 7.22 ST. KITTS AND NEVIS
- 7.23 ST. LUCIA
- 7.24 ST. VINCENT AND THE GRENADINES
- 7.25 THE BAHAMAS
- 7.26 THE BRITISH VIRGIN ISLANDS
- 7.27 THE CAYMAN ISLANDS
- 7.28 THE U.S. VIRGIN ISLANDS
- 7.29 THE UNITED STATES
- 7.30 TRINIDAD AND TOBAGO
- 7.31 TURKS AND CAICOS ISLANDS

8 OCEANIA

- 8.1 EXECUTIVE SUMMARY
- 8.2 AMERICAN SAMOA
- 8.3 AUSTRALIA
- 8.4 CHRISTMAS ISLAND
- 8.6 COOK ISLANDS
- 8.7 FIJI
- 8.8 FRENCH POLYNESIA
- 8.9 GUAM
- 8.10 KIRIBATI
- 8.11 MARSHALL ISLANDS
- 8.12 MICRONESIA FEDERATION
- 8.13 NAURU
- 8.14 NEW CALEDONIA
- 8.15 NEW ZEALAND
- 8.16 NIUE
- 8.17 NORFOLK ISLAND
- 8.18 PALAU

- 8.19 SOLOMON ISLANDS
- 8.20 THE NORTHERN MARIANA ISLAND
- 8.22 TOKELAU
- 8.23 TONGA
- 8.24 TUVALU
- 8.25 VANUATU
- 8.26 WALLIS AND FUTUNA
- 8.27 WESTERN SAMOA

9 THE MIDDLE EAST

- 9.1 EXECUTIVE SUMMARY
- 9.2 AFGHANISTAN
- 9.3 ARMENIA
- 9.4 AZERBAIJAN
- 9.5 BAHRAIN
- 9.6 IRAN
- 9.7 IRAQ
- 9.8 ISRAEL
- 9.9 JORDAN
- 9.10 KUWAIT
- 9.11 KYRGYZSTAN
- 9.12 LEBANON
- 9.13 OMAN
- 9.14 PAKISTAN
- 9.15 PALESTINE
- 9.16 QATAR
- 9.17 SAUDI ARABIA
- 9.18 SYRIAN ARAB REPUBLIC
- 9.19 TAJIKISTAN
- 9.20 THE UNITED ARAB EMIRATES
- 9.21 TURKEY
- 9.22 TURKMENISTAN
- 9.23 UZBEKISTAN
- 9.24 YEMEN

10 DISCLAIMERS, WARRANTIES, AND USER AGREEMENT PROVISIONS

- 10.1 DISCLAIMERS & SAFE HARBOR

10.2 ICON GROUP INTERNATIONAL, INC. USER AGREEMENT PROVISIONS

I would like to order

Product name: The 2025-2030 World Outlook for Cloud Based Contact Centers

Product link: <https://marketpublishers.com/r/2C6F63AB3ECEN.html>

Price: US\$ 995.00 (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/2C6F63AB3ECEN.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