

Cloud-Based Contact Center Market based on by Solution (Automatic Call Distribution, and Agent Performance Optimization), by Application (Workforce Optimization, and Data Integration & Recording), by Vertical (BFSI, IT & Telecom, Media and Entertainment, Retail, Consumer, Logistics and Transport, Healthcare, and Others), Regional Outlook–Global Forecast up to 2030

<https://marketpublishers.com/r/CAB5E971D3D2EN.html>

Date: April 2024

Pages: 150

Price: US\$ 4,500.00 (Single User License)

ID: CAB5E971D3D2EN

Abstracts

The present investigation entailed a comprehensive use of secondary sources, directories, and databases, including D&B Hoovers, Factiva, and Bloomberg Businessweek, to ascertain and gather pertinent data for the technical, market-driven, and commercial analysis of the cloud-based contact center industry. In addition, a few additional market-related sources were taken into consideration during the thorough secondary research, including white papers, ResearchGate, Uptime Institute journals, and Springer. Preferable system developers, service providers, system integrators, resellers, partners, standards and certification organizations from businesses and organizations connected to the various segments of this industry's value chain were the primary sources, along with industry experts from the core and related industries. Key industry participants, subject matter experts, C-level executives of the major market players, and industry consultants were among the numerous primary respondents with whom in-depth interviews were held in order to gather and validate crucial qualitative and quantitative data as well as evaluate the future. The market has been predicted through an analysis of the key drivers, including the growing requirement to effectively manage cloud security and performance and the growing adoption of numerous clouds.

To gather qualitative and quantitative market data, a range of primary sources from the supply and demand sides were questioned during the primary research process. Key opinion leaders, cloud-based contact center solution vendors, System Integrators (Sis), service providers, industry associations, and chief experience officers (CXOs), vice presidents (VPs), directors, and related key executives from business development, marketing, and product development/innovation teams were among the primary sources from the supply side. Insights from primary interviews, market statistics, revenue information from the solutions and services, market segmentation, market size estimates, market forecasting, and data triangulation were gathered. Understanding the numerous trends pertaining to technologies, deployments, and geographies was also aided by primary research. In order to understand the buyer's perspective on suppliers, products, service providers, and their current usage of cloud-based contact center solutions and services that would affect the cloud-based contact center market as a whole, interviews were conducted with demand side stakeholders, including Chief Information Officers (CIOs), Chief Technology Officers (CTOs), Chief Security Officers (CSOs), and installation teams of governments/end users using cloud-based contact center solutions.

The segmentation coverage of the study is provided below.

Cloud-Based Contact Center Market based on Solution:

Automatic Call Distribution

Agent Performance Optimization

Cloud-Based Contact Center Market based on Vertical:

BFSI

IT & Telecom

Media and Entertainment

Retail

Consumer

Logistics and Transport

Healthcare

Others

Cloud-Based Contact Center Market based on Application:

Workforce Optimization

Data Integration & Recording

Cloud-Based Contact Center Market based on Geography:

North America

US

Canada

Europe

Germany

UK

France

Italy

Spain

Rest of Europe (RoE)

Asia Pacific (APAC)

China

Japan

India

Australia

South Korea

Rest of Asia Pacific (RoAPAC)

Latin America (LATAM)

Brazil

Argentina

Rest of South America

Middle East and Africa (MEA)

UAE

Turkey

Saudi Arabia

South Africa

Rest of Middle East & Africa

Over the course of the forecast period, the services category is anticipated to increase at a faster rate. Contact center services based on Clou include training, support, and maintenance in addition to consultation, implementation, and integration. An essential component of a cloud-based contact center solution's operation is the services section. The need for services like maintenance, support, and training is predicted to rise as cloud-based contact center systems become more widely deployed.

The area known as Banking, Financial Services, and Insurance, or BFSI, is thought to hold the biggest market share in terms of vertical. Cloud-based contact center solutions enable BFSI companies to mine client data, including website and transactional activity across banking and financial services, customer inquiries across various channels, and in-depth understanding of customer categories that are prioritized. Contact center representatives can improve customer experiences by using cloud-based solutions to resolve calls more quickly and with higher quality.

Throughout the projection period, the Asia Pacific region is expected to grow at the fastest rate. Asia Pacific is embracing digitization more and more for a number of organizational activities across a range of industries. The economies of the area include those of ANZ, Indonesia, China, Japan, India, and the rest of Asia Pacific. Many SMEs may be found in the countries in this region, but their ability to adopt cutting-edge communication technology is limited by the significant upfront costs associated with the implementation of on-premises solutions. The need for flexible, scalable, and "pay-per-usage" cloud infrastructure is therefore very strong in the area. Additionally, businesses in the area are still concentrating on enhancing their client services in order to get a competitive edge and boost sales. This forces businesses to look into hosted and cloud alternatives as an alternative to systems that are located on-site. As a result, it is anticipated that Asia Pacific businesses will adopt cloud-based contact center solutions and services primarily due to the growing usage of cloud technologies and the desire to enhance client services.

A review of major providers of cloud-based contact center services and solutions is included in the research. NICE (Israel), Genesys (US), Five9 (US), Vonage (US), Talkdesk (US), 8x8 (US), Cisco (US), Avaya (US), Serenova (US), and Content Guru (US) are some of the leading suppliers in the market.

This report illustrates the most vital attributes of the Cloud-Based Contact Center Market, which are driving and providing opportunities.

This research gives an in-depth analysis of the Cloud-Based Contact Center Market growth on the basis of several segments in the market.

This report presents the predictions of the past and present trends of the Cloud-Based Contact Center Market.

This study also presents the competitive analysis, such as key strategies and capabilities of major players of the Cloud-Based Contact Center Market.

Contents

1. EXECUTIVE SUMMARY

2. INDUSTRY OUTLOOK

2.1. Industry Overview

2.2. Industry Trends

3. MARKET SNAPSHOT

3.1. Market Definition

3.2. Market Outlook

3.2.1. Porter Five Forces

3.3. Related Markets

4. MARKET CHARACTERISTICS

4.1. Market Overview

4.2. Market Segmentation

4.3. Market Dynamics

4.3.1. Drivers

4.3.2. Restraints

4.3.3. Opportunities

4.4. DRO - Impact Analysis

5. SOLUTION: MARKET SIZE & ANALYSIS

5.1. Overview

5.2. Automatic Call Distribution

5.3. Agent Performance Optimization

6. VERTICAL: MARKET SIZE & ANALYSIS

6.1. Overview

6.2. BFSI

6.3. IT & Telecom

6.4. Media and Entertainment

6.5. Retail

- 6.6. Consumer
- 6.7. Logistics and Transport
- 6.8. Healthcare
- 6.9. Others

7. APPLICATION: MARKET SIZE & ANALYSIS

- 7.1. Overview
- 7.2. Workforce Optimization
- 7.3. Data Integration & Recording
- 7.4. Others

8. GEOGRAPHY: MARKET SIZE & ANALYSIS

- 8.1. Overview
- 8.2. North America (U.S., Mexico, Canada)
- 8.3. Europe (France, Germany, UK, Italy, Netherlands, Spain, Russia, Rest of Europe)
- 8.4. Asia Pacific (Japan, China, India, Australia, South East Asia, Rest of APAC)
- 8.5. Latin America (Brazil, Argentina)
- 8.6. Middle East & Africa (Saudi Arabia, UAE, South Africa, Rest of Middle East and Africa)

9. COMPETITIVE LANDSCAPE

- 9.1. Competitor Comparison Analysis
- 9.2. Market Developments
 - 9.2.1. Mergers and Acquisitions, Legal, Awards, Partnerships
 - 9.2.2. Product Launches and execution

10. VENDOR PROFILES

- 10.1. IBM CORPORATION
 - 10.1.1. Overview
 - 10.1.2. Financial Overview
 - 10.1.3. Product Offerings
 - 10.1.4. Developments
 - 10.1.5. Business Strategy
- 10.2. ERICSSON INC
 - 10.2.1. Overview

- 10.2.2. Financial Overview
- 10.2.3. Product Offerings
- 10.2.4. Developments
- 10.2.5. Business Strategy
- 10.3. CISCO SYSTEMS INC
 - 10.3.1. Overview
 - 10.3.2. Financial Overview
 - 10.3.3. Product Offerings
 - 10.3.4. Developments
 - 10.3.5. Business Strategy
- 10.4. DIGITALGLOBE INC
 - 10.4.1. Overview
 - 10.4.2. Financial Overview
 - 10.4.3. Product Offerings
 - 10.4.4. Developments
 - 10.4.5. Business Strategy
- 10.5. CREATIVITY SOFTWARE LTD
 - 10.5.1. Overview
 - 10.5.2. Financial Overview
 - 10.5.3. Product Offerings
 - 10.5.4. Developments
 - 10.5.5. Business Strategy
- 10.6. INDOORATLAS LTD
 - 10.6.1. Overview
 - 10.6.2. Financial Overview
 - 10.6.3. Product Offerings
 - 10.6.4. Developments
 - 10.6.5. Business Strategy
- 10.7. ESRI TECHNOLOGIES LTD
 - 10.7.1. Overview
 - 10.7.2. Financial Overview
 - 10.7.3. Product Offerings
 - 10.7.4. Developments
 - 10.7.5. Business Strategy
- 10.8. GL COMMUNICATIONS INC
 - 10.8.1. Overview
 - 10.8.2. Financial Overview
 - 10.8.3. Product Offerings
 - 10.8.4. Developments

- 10.8.5. Business Strategy
- 10.9. GOOGLE LLC
 - 10.9.1. Overview
 - 10.9.2. Financial Overview
 - 10.9.3. Product Offerings
 - 10.9.4. Developments
 - 10.9.5. Business Strategy
- 10.10. HERE BV
 - 10.10.1. Overview
 - 10.10.2. Financial Overview
 - 10.10.3. Product Offerings
 - 10.10.4. Developments
 - 10.10.5. Business Strategy

11. ANALYST OPINION

12. ANNEXURE

- 12.1. Report Scope
- 12.2. Market Definitions
- 12.3. Research Methodology
 - 12.3.1. Data Collation and In-house Estimation
 - 12.3.2. Market Triangulation
 - 12.3.3. Forecasting
- 12.4. Report Assumptions
- 12.5. Declarations
- 12.6. Stakeholders
- 12.7. Abbreviations

Tables

TABLE 1. CLOUD-BASED CONTACT CENTER MARKET VALUE, BY SOLUTION, 2021-2030 (USD BILLION)

TABLE 2. CLOUD-BASED CONTACT CENTER MARKET VALUE FOR Automatic Call Distribution, BY GEOGRAPHY, 2021-2030 (USD BILLION)

TABLE 3. CLOUD-BASED CONTACT CENTER MARKET VALUE FOR Agent Performance Optimization, BY GEOGRAPHY, 2021-2030 (USD BILLION)

TABLE 4. CLOUD-BASED CONTACT CENTER MARKET VALUE, BY VERTICAL, 2021-2030 (USD BILLION)

TABLE 5. CLOUD-BASED CONTACT CENTER MARKET VALUE FOR BFSI, 2021-2030 (USD BILLION)

TABLE 6. CLOUD-BASED CONTACT CENTER MARKET VALUE FOR IT & TELECOM, BY GEOGRAPHY, 2021-2030 (USD BILLION)

TABLE 7. CLOUD-BASED CONTACT CENTER MARKET VALUE FOR MEDIA AND ENTERTAINMENT, 2021-2030 (USD BILLION)

TABLE 8. CLOUD-BASED CONTACT CENTER MARKET VALUE FOR RETAIL, BY GEOGRAPHY, 2021-2030 (USD BILLION)

TABLE 9. CLOUD-BASED CONTACT CENTER MARKET VALUE FOR CONSUMER, 2021-2030 (USD BILLION)

TABLE 10. CLOUD-BASED CONTACT CENTER MARKET VALUE FOR LOGISTICS AND TRANSPORT, BY GEOGRAPHY, 2021-2030 (USD BILLION)

TABLE 11. CLOUD-BASED CONTACT CENTER MARKET VALUE FOR HEALTHCARE, 2021-2030 (USD BILLION)

TABLE 12. CLOUD-BASED CONTACT CENTER MARKET VALUE FOR OTHERS, BY GEOGRAPHY, 2021-2030 (USD BILLION)

TABLE 13. CLOUD-BASED CONTACT CENTER MARKET VALUE, BY APPLICATION, 2021-2030 (USD BILLION)

TABLE 14. CLOUD-BASED CONTACT CENTER MARKET VALUE FOR WORKFORCE OPTIMIZATION, 2021-2030 (USD BILLION)

TABLE 15. CLOUD-BASED CONTACT CENTER MARKET VALUE FOR DATA INTEGRATION & RECORDING, BY GEOGRAPHY, 2021-2030 (USD BILLION)

TABLE 16. NORTH AMERICA CLOUD-BASED CONTACT CENTER MARKET VALUE, BY COUNTRY, 2021-2030 (USD BILLION)

TABLE 17. NORTH AMERICA CLOUD-BASED CONTACT CENTER MARKET VALUE, BY SOLUTION, 2021-2030 (USD BILLION)

TABLE 18. NORTH AMERICA CLOUD-BASED CONTACT CENTER MARKET VALUE, BY VERTICAL, 2021-2030 (USD BILLION)

TABLE 19. NORTH AMERICA CLOUD-BASED CONTACT CENTER MARKET VALUE, BY APPLICATION, 2021-2030 (USD BILLION)

TABLE 20. U.S CLOUD-BASED CONTACT CENTER MARKET VALUE, BY SOLUTION, 2021-2030 (USD BILLION)

TABLE 21. U.S CLOUD-BASED CONTACT CENTER MARKET VALUE, BY VERTICAL, 2021-2030 (USD BILLION)

TABLE 22. U.S CLOUD-BASED CONTACT CENTER MARKET VALUE, BY APPLICATION, 2021-2030 (USD BILLION)

TABLE 23. CANADA CLOUD-BASED CONTACT CENTER MARKET VALUE, BY SOLUTION, 2021-2030 (USD BILLION)

TABLE 24. CANADA CLOUD-BASED CONTACT CENTER MARKET VALUE, BY VERTICAL, 2021-2030 (USD BILLION)

TABLE 25. CANADA CLOUD-BASED CONTACT CENTER MARKET VALUE, BY

APPLICATION, 2021-2030 (USD BILLION)

TABLE 26. MEXICO CLOUD-BASED CONTACT CENTER MARKET VALUE, BY SOLUTION, 2021-2030 (USD BILLION)

TABLE 27. MEXICO CLOUD-BASED CONTACT CENTER MARKET VALUE, BY VERTICAL, 2021-2030 (USD BILLION)

TABLE 28. MEXICO CLOUD-BASED CONTACT CENTER MARKET VALUE, BY APPLICATION, 2021-2030 (USD BILLION)

TABLE 29. EUROPE CLOUD-BASED CONTACT CENTER MARKET VALUE, BY COUNTRY, 2021-2030 (USD BILLION)

TABLE 30. EUROPE CLOUD-BASED CONTACT CENTER MARKET VALUE, BY SOLUTION, 2021-2030 (USD BILLION)

TABLE 31. EUROPE CLOUD-BASED CONTACT CENTER MARKET VALUE, BY APPLICATION, 2021-2030 (USD BILLION)

TABLE 32. EUROPE CLOUD-BASED CONTACT CENTER MARKET VALUE, BY VERTICAL, 2021-2030 (USD BILLION)

TABLE 33. GERMANY CLOUD-BASED CONTACT CENTER MARKET VALUE, BY SOLUTION, 2021-2030 (USD BILLION)

TABLE 34. GERMANY CLOUD-BASED CONTACT CENTER MARKET VALUE, BY APPLICATION, 2021-2030 (USD BILLION)

TABLE 35. GERMANY CLOUD-BASED CONTACT CENTER MARKET VALUE, BY VERTICAL, 2021-2030 (USD BILLION)

TABLE 36. U.K CLOUD-BASED CONTACT CENTER MARKET VALUE, BY SOLUTION, 2021-2030 (USD BILLION)

TABLE 37. U.K CLOUD-BASED CONTACT CENTER MARKET VALUE, BY VERTICAL, 2021-2030 (USD BILLION)

TABLE 38. U.K CLOUD-BASED CONTACT CENTER MARKET VALUE, BY APPLICATION, 2021-2030 (USD BILLION)

TABLE 39. FRANCE CLOUD-BASED CONTACT CENTER MARKET VALUE, BY SOLUTION, 2021-2030 (USD BILLION)

TABLE 40. FRANCE CLOUD-BASED CONTACT CENTER MARKET VALUE, BY VERTICAL, 2021-2030 (USD BILLION)

TABLE 41. FRANCE CLOUD-BASED CONTACT CENTER MARKET VALUE, BY APPLICATION, 2021-2030 (USD BILLION)

TABLE 42. ITALY CLOUD-BASED CONTACT CENTER MARKET VALUE, BY SOLUTION, 2021-2030 (USD BILLION)

TABLE 43. ITALY CLOUD-BASED CONTACT CENTER MARKET VALUE, BY VERTICAL, 2021-2030 (USD BILLION)

TABLE 44. ITALY CLOUD-BASED CONTACT CENTER MARKET VALUE, BY APPLICATION, 2021-2030 (USD BILLION)

TABLE 45. SPAIN CLOUD-BASED CONTACT CENTER MARKET VALUE, BY SOLUTION, 2021-2030 (USD BILLION)

TABLE 46. SPAIN CLOUD-BASED CONTACT CENTER MARKET VALUE, BY VERTICAL, 2021-2030 (USD BILLION)

TABLE 47. SPAIN CLOUD-BASED CONTACT CENTER MARKET VALUE, BY APPLICATION, 2021-2030 (USD BILLION)

TABLE 48. ROE CLOUD-BASED CONTACT CENTER MARKET VALUE, BY SOLUTION, 2021-2030 (USD BILLION)

TABLE 49. ROE CLOUD-BASED CONTACT CENTER MARKET VALUE, BY VERTICAL, 2021-2030 (USD BILLION)

TABLE 50. ROE CLOUD-BASED CONTACT CENTER MARKET VALUE, BY APPLICATION, 2021-2030 (USD BILLION)

TABLE 51. ASIA PACIFIC CLOUD-BASED CONTACT CENTER MARKET VALUE, BY COUNTRY, 2021-2030 (USD BILLION)

TABLE 52. ASIA PACIFIC CLOUD-BASED CONTACT CENTER MARKET VALUE, BY SOLUTION, 2021-2030 (USD BILLION)

TABLE 53. ASIA PACIFIC CLOUD-BASED CONTACT CENTER MARKET VALUE, BY VERTICAL, 2021-2030 (USD BILLION)

TABLE 54. ASIA CLOUD-BASED CONTACT CENTER MARKET VALUE, BY APPLICATION, 2021-2030 (USD BILLION)

TABLE 55. CHINA CLOUD-BASED CONTACT CENTER MARKET VALUE, BY SOLUTION, 2021-2030 (USD BILLION)

TABLE 56. CHINA CLOUD-BASED CONTACT CENTER MARKET VALUE, BY VERTICAL, 2021-2030 (USD BILLION)

TABLE 57. CHINA CLOUD-BASED CONTACT CENTER MARKET VALUE, BY APPLICATION, 2021-2030 (USD BILLION)

TABLE 58. INDIA CLOUD-BASED CONTACT CENTER MARKET VALUE, BY SOLUTION, 2021-2030 (USD BILLION)

TABLE 59. INDIA CLOUD-BASED CONTACT CENTER MARKET VALUE, BY VERTICAL, 2021-2030 (USD BILLION)

TABLE 60. INDIA CLOUD-BASED CONTACT CENTER MARKET VALUE, BY APPLICATION, 2021-2030 (USD BILLION)

TABLE 61. JAPAN CLOUD-BASED CONTACT CENTER MARKET VALUE, BY SOLUTION, 2021-2030 (USD BILLION)

TABLE 62. JAPAN CLOUD-BASED CONTACT CENTER MARKET VALUE, BY VERTICAL, 2021-2030 (USD BILLION)

TABLE 63. JAPAN CLOUD-BASED CONTACT CENTER MARKET VALUE, BY APPLICATION, 2021-2030 (USD BILLION)

TABLE 64. REST OF APAC CLOUD-BASED CONTACT CENTER MARKET VALUE,

BY SOLUTION, 2021-2030 (USD BILLION)

TABLE 65. REST OF APAC CLOUD-BASED CONTACT CENTER MARKET VALUE, BY APPLICATION, 2021-2030 (USD BILLION)

TABLE 66. REST OF APAC CLOUD-BASED CONTACT CENTER MARKET VALUE, BY VERTICAL, 2021-2030 (USD BILLION)

TABLE 67. LATIN AMERICA CLOUD-BASED CONTACT CENTER MARKET VALUE, BY SOLUTION, 2021-2030 (USD BILLION)

TABLE 68. LATIN AMERICA CLOUD-BASED CONTACT CENTER MARKET VALUE, BY APPLICATION, 2021-2030 (USD BILLION)

TABLE 69. LATIN AMERICA CLOUD-BASED CONTACT CENTER MARKET VALUE, BY VERTICAL, 2021-2030 (USD BILLION)

TABLE 70. BRAZIL CLOUD-BASED CONTACT CENTER MARKET VALUE, BY SOLUTION, 2021-2030 (USD BILLION)

TABLE 71. BRAZIL CLOUD-BASED CONTACT CENTER MARKET VALUE, BY VERTICAL, 2021-2030 (USD BILLION)

TABLE 72. BRAZIL CLOUD-BASED CONTACT CENTER MARKET VALUE, BY APPLICATION, 2021-2030 (USD BILLION)

TABLE 73. ARGENTINA CLOUD-BASED CONTACT CENTER MARKET VALUE, BY SOLUTION, 2021-2030 (USD BILLION)

TABLE 74. ARGENTINA CLOUD-BASED CONTACT CENTER MARKET VALUE, BY VERTICAL, 2021-2030 (USD BILLION)

TABLE 75. ARGENTINA CLOUD-BASED CONTACT CENTER MARKET VALUE, BY APPLICATION, 2021-2030 (USD BILLION)

TABLE 76. MIDDLE EAST AND AFRICA CLOUD-BASED CONTACT CENTER MARKET VALUE, BY SOLUTION, 2021-2030 (USD BILLION)

TABLE 77. MIDDLE EAST AND AFRICA CLOUD-BASED CONTACT CENTER MARKET VALUE, BY VERTICAL, 2021-2030 (USD BILLION)

TABLE 78. MIDDLE EAST AND AFRICA CLOUD-BASED CONTACT CENTER MARKET VALUE, BY APPLICATION, 2021-2030 (USD BILLION)

TABLE 79. SAUDI ARABIA CLOUD-BASED CONTACT CENTER MARKET VALUE, BY SOLUTION, 2021-2030 (USD BILLION)

TABLE 80. SAUDI ARABIA CLOUD-BASED CONTACT CENTER MARKET VALUE, BY APPLICATION, 2021-2030 (USD BILLION)

TABLE 81. SAUDI ARABIA CLOUD-BASED CONTACT CENTER MARKET VALUE, BY VERTICAL, 2021-2030 (USD BILLION)

TABLE 82. UAE CLOUD-BASED CONTACT CENTER MARKET VALUE, BY SOLUTION, 2021-2030 (USD BILLION)

TABLE 83. UAE CLOUD-BASED CONTACT CENTER MARKET VALUE, BY VERTICAL, 2021-2030 (USD BILLION)

TABLE 84. UAE CLOUD-BASED CONTACT CENTER MARKET VALUE, BY APPLICATION, 2021-2030 (USD BILLION)

TABLE 85. REST OF MIDDLE EAST AND AFRICA CLOUD-BASED CONTACT CENTER MARKET VALUE, BY SOLUTION, 2021-2030 (USD BILLION)

TABLE 86. REST OF MIDDLE EAST AND AFRICA CLOUD-BASED CONTACT CENTER MARKET VALUE, BY VERTICAL, 2021-2030 (USD BILLION)

TABLE 87. IBM CORPORATION : FINANCIALS

TABLE 88. IBM CORPORATION : PRODUCTS & SERVICES

TABLE 89. IBM CORPORATION : RECENT DEVELOPMENTS

TABLE 90. ERICSSON INC: FINANCIALS

TABLE 91. ERICSSON INC: PRODUCTS & SERVICES

TABLE 92. ERICSSON INC: RECENT DEVELOPMENTS

TABLE 93. CISCO SYSTEMS INC: FINANCIALS

TABLE 94. CISCO SYSTEMS INC: PRODUCTS & SERVICES

TABLE 95. CISCO SYSTEMS INC: RECENT DEVELOPMENTS

TABLE 96. DIGITALGLOBE INC: FINANCIALS

TABLE 97. DIGITALGLOBE INC: PRODUCTS & SERVICES

TABLE 98. DIGITALGLOBE INC: RECENT DEVELOPMENTS

TABLE 99. CREATIVITY SOFTWARE LTD: FINANCIALS

TABLE 100. CREATIVITY SOFTWARE LTD: PRODUCTS & SERVICES

TABLE 101. CREATIVITY SOFTWARE LTD: RECENT DEVELOPMENTS

TABLE 102. INDOORATLAS LTD: FINANCIALS

TABLE 103. INDOORATLAS LTD: PRODUCTS & SERVICES

TABLE 104. INDOORATLAS LTD: RECENT DEVELOPMENTS

TABLE 105. ESRI TECHNOLOGIES LTD: FINANCIALS

TABLE 106. ESRI TECHNOLOGIES LTD: PRODUCTS & SERVICES

TABLE 107. ESRI TECHNOLOGIES LTD: DEVELOPMENTS

TABLE 108. IBM: FINANCIALS

TABLE 109. IBM: PRODUCTS & SERVICES

TABLE 110. IBM: RECENT DEVELOPMENTS

TABLE 111. GOOGLE LLC: FINANCIALS

TABLE 112. GOOGLE LLC: PRODUCTS & SERVICES

TABLE 113. GOOGLE LLC: RECENT DEVELOPMENTS

TABLE 114. HERE BV: FINANCIALS

TABLE 115. HERE BV: PRODUCTS & SERVICES

TABLE 116. HERE BV: RECENT DEVELOPMENTS

Charts

CHART. 1. CLOUD-BASED CONTACT CENTER MARKET VALUE, BY SOLUTION, 2021-2030 (USD BILLION)

CHART. 2. CLOUD-BASED CONTACT CENTER MARKET VALUE FOR Automatic Call Distribution, BY GEOGRAPHY, 2021-2030 (USD BILLION)

CHART. 3. CLOUD-BASED CONTACT CENTER MARKET VALUE FOR Agent Performance Optimization, BY GEOGRAPHY, 2021-2030 (USD BILLION)

CHART. 4. CLOUD-BASED CONTACT CENTER MARKET VALUE, BY VERTICAL, 2021-2030 (USD BILLION)

CHART. 5. CLOUD-BASED CONTACT CENTER MARKET VALUE FOR BFSI, 2021-2030 (USD BILLION)

CHART. 6. CLOUD-BASED CONTACT CENTER MARKET VALUE FOR IT & TELECOM, BY GEOGRAPHY, 2021-2030 (USD BILLION)

CHART. 7. CLOUD-BASED CONTACT CENTER MARKET VALUE FOR MEDIA AND ENTERTAINMENT, 2021-2030 (USD BILLION)

CHART. 8. CLOUD-BASED CONTACT CENTER MARKET VALUE FOR RETAIL, BY GEOGRAPHY, 2021-2030 (USD BILLION)

CHART. 9. CLOUD-BASED CONTACT CENTER MARKET VALUE FOR CONSUMER, 2021-2030 (USD BILLION)

CHART. 10. CLOUD-BASED CONTACT CENTER MARKET VALUE FOR LOGISTICS AND TRANSPORT, BY GEOGRAPHY, 2021-2030 (USD BILLION)

CHART. 11. CLOUD-BASED CONTACT CENTER MARKET VALUE FOR HEALTHCARE, 2021-2030 (USD BILLION)

CHART. 12. CLOUD-BASED CONTACT CENTER MARKET VALUE FOR OTHERS, BY GEOGRAPHY, 2021-2030 (USD BILLION)

CHART. 13. CLOUD-BASED CONTACT CENTER MARKET VALUE, BY APPLICATION, 2021-2030 (USD BILLION)

CHART. 14. CLOUD-BASED CONTACT CENTER MARKET VALUE FOR WORKFORCE OPTIMIZATION, 2021-2030 (USD BILLION)

CHART. 15. CLOUD-BASED CONTACT CENTER MARKET VALUE FOR DATA INTEGRATION & RECORDING, BY GEOGRAPHY, 2021-2030 (USD BILLION)

CHART. 16. NORTH AMERICA CLOUD-BASED CONTACT CENTER MARKET VALUE, BY COUNTRY, 2021-2030 (USD BILLION)

CHART. 17. NORTH AMERICA CLOUD-BASED CONTACT CENTER MARKET VALUE, BY SOLUTION, 2021-2030 (USD BILLION)

CHART. 18. NORTH AMERICA CLOUD-BASED CONTACT CENTER MARKET VALUE, BY VERTICAL, 2021-2030 (USD BILLION)

CHART. 19. NORTH AMERICA CLOUD-BASED CONTACT CENTER MARKET VALUE, BY APPLICATION, 2021-2030 (USD BILLION)

CHART. 20. U.S CLOUD-BASED CONTACT CENTER MARKET VALUE, BY SOLUTION, 2021-2030 (USD BILLION)

CHART. 21. U.S CLOUD-BASED CONTACT CENTER MARKET VALUE, BY

VERTICAL, 2021-2030 (USD BILLION)

CHART. 22. U.S CLOUD-BASED CONTACT CENTER MARKET VALUE, BY APPLICATION, 2021-2030 (USD BILLION)

CHART. 23. CANADA CLOUD-BASED CONTACT CENTER MARKET VALUE, BY SOLUTION, 2021-2030 (USD BILLION)

CHART. 24. CANADA CLOUD-BASED CONTACT CENTER MARKET VALUE, BY VERTICAL, 2021-2030 (USD BILLION)

CHART. 25. CANADA CLOUD-BASED CONTACT CENTER MARKET VALUE, BY APPLICATION, 2021-2030 (USD BILLION)

CHART. 26. MEXICO CLOUD-BASED CONTACT CENTER MARKET VALUE, BY SOLUTION, 2021-2030 (USD BILLION)

CHART. 27. MEXICO CLOUD-BASED CONTACT CENTER MARKET VALUE, BY VERTICAL, 2021-2030 (USD BILLION)

CHART. 28. MEXICO CLOUD-BASED CONTACT CENTER MARKET VALUE, BY APPLICATION, 2021-2030 (USD BILLION)

CHART. 29. EUROPE CLOUD-BASED CONTACT CENTER MARKET VALUE, BY COUNTRY, 2021-2030 (USD BILLION)

CHART. 30. EUROPE CLOUD-BASED CONTACT CENTER MARKET VALUE, BY SOLUTION, 2021-2030 (USD BILLION)

CHART. 31. EUROPE CLOUD-BASED CONTACT CENTER MARKET VALUE, BY APPLICATION, 2021-2030 (USD BILLION)

CHART. 32. EUROPE CLOUD-BASED CONTACT CENTER MARKET VALUE, BY VERTICAL, 2021-2030 (USD BILLION)

CHART. 33. GERMANY CLOUD-BASED CONTACT CENTER MARKET VALUE, BY SOLUTION, 2021-2030 (USD BILLION)

CHART. 34. GERMANY CLOUD-BASED CONTACT CENTER MARKET VALUE, BY APPLICATION, 2021-2030 (USD BILLION)

CHART. 35. GERMANY CLOUD-BASED CONTACT CENTER MARKET VALUE, BY VERTICAL, 2021-2030 (USD BILLION)

CHART. 36. U.K CLOUD-BASED CONTACT CENTER MARKET VALUE, BY SOLUTION, 2021-2030 (USD BILLION)

CHART. 37. U.K CLOUD-BASED CONTACT CENTER MARKET VALUE, BY VERTICAL, 2021-2030 (USD BILLION)

CHART. 38. U.K CLOUD-BASED CONTACT CENTER MARKET VALUE, BY APPLICATION, 2021-2030 (USD BILLION)

CHART. 39. FRANCE CLOUD-BASED CONTACT CENTER MARKET VALUE, BY SOLUTION, 2021-2030 (USD BILLION)

CHART. 40. FRANCE CLOUD-BASED CONTACT CENTER MARKET VALUE, BY VERTICAL, 2021-2030 (USD BILLION)

- CHART. 41. FRANCE CLOUD-BASED CONTACT CENTER MARKET VALUE, BY APPLICATION, 2021-2030 (USD BILLION)
- CHART. 42. ITALY CLOUD-BASED CONTACT CENTER MARKET VALUE, BY SOLUTION, 2021-2030 (USD BILLION)
- CHART. 43. ITALY CLOUD-BASED CONTACT CENTER MARKET VALUE, BY VERTICAL, 2021-2030 (USD BILLION)
- CHART. 44. ITALY CLOUD-BASED CONTACT CENTER MARKET VALUE, BY APPLICATION, 2021-2030 (USD BILLION)
- CHART. 45. SPAIN CLOUD-BASED CONTACT CENTER MARKET VALUE, BY SOLUTION, 2021-2030 (USD BILLION)
- CHART. 46. SPAIN CLOUD-BASED CONTACT CENTER MARKET VALUE, BY VERTICAL, 2021-2030 (USD BILLION)
- CHART. 47. SPAIN CLOUD-BASED CONTACT CENTER MARKET VALUE, BY APPLICATION, 2021-2030 (USD BILLION)
- CHART. 48. ROE CLOUD-BASED CONTACT CENTER MARKET VALUE, BY SOLUTION, 2021-2030 (USD BILLION)
- CHART. 49. ROE CLOUD-BASED CONTACT CENTER MARKET VALUE, BY VERTICAL, 2021-2030 (USD BILLION)
- CHART. 50. ROE CLOUD-BASED CONTACT CENTER MARKET VALUE, BY APPLICATION, 2021-2030 (USD BILLION)
- CHART. 51. ASIA PACIFIC CLOUD-BASED CONTACT CENTER MARKET VALUE, BY COUNTRY, 2021-2030 (USD BILLION)
- CHART. 52. ASIA PACIFIC CLOUD-BASED CONTACT CENTER MARKET VALUE, BY SOLUTION, 2021-2030 (USD BILLION)
- CHART. 53. ASIA PACIFIC CLOUD-BASED CONTACT CENTER MARKET VALUE, BY VERTICAL, 2021-2030 (USD BILLION)
- CHART. 54. ASIA CLOUD-BASED CONTACT CENTER MARKET VALUE, BY APPLICATION, 2021-2030 (USD BILLION)
- CHART. 55. CHINA CLOUD-BASED CONTACT CENTER MARKET VALUE, BY SOLUTION, 2021-2030 (USD BILLION)
- CHART. 56. CHINA CLOUD-BASED CONTACT CENTER MARKET VALUE, BY VERTICAL, 2021-2030 (USD BILLION)
- CHART. 57. CHINA CLOUD-BASED CONTACT CENTER MARKET VALUE, BY APPLICATION, 2021-2030 (USD BILLION)
- CHART. 58. INDIA CLOUD-BASED CONTACT CENTER MARKET VALUE, BY SOLUTION, 2021-2030 (USD BILLION)
- CHART. 59. INDIA CLOUD-BASED CONTACT CENTER MARKET VALUE, BY VERTICAL, 2021-2030 (USD BILLION)
- CHART. 60. INDIA CLOUD-BASED CONTACT CENTER MARKET VALUE, BY

APPLICATION, 2021-2030 (USD BILLION)

CHART. 61. JAPAN CLOUD-BASED CONTACT CENTER MARKET VALUE, BY SOLUTION, 2021-2030 (USD BILLION)

CHART. 62. JAPAN CLOUD-BASED CONTACT CENTER MARKET VALUE, BY VERTICAL, 2021-2030 (USD BILLION)

CHART. 63. JAPAN CLOUD-BASED CONTACT CENTER MARKET VALUE, BY APPLICATION, 2021-2030 (USD BILLION)

CHART. 64. REST OF APAC CLOUD-BASED CONTACT CENTER MARKET VALUE, BY SOLUTION, 2021-2030 (USD BILLION)

CHART. 65. REST OF APAC CLOUD-BASED CONTACT CENTER MARKET VALUE, BY APPLICATION, 2021-2030 (USD BILLION)

CHART. 66. REST OF APAC CLOUD-BASED CONTACT CENTER MARKET VALUE, BY VERTICAL, 2021-2030 (USD BILLION)

CHART. 67. LATIN AMERICA CLOUD-BASED CONTACT CENTER MARKET VALUE, BY SOLUTION, 2021-2030 (USD BILLION)

CHART. 68. LATIN AMERICA CLOUD-BASED CONTACT CENTER MARKET VALUE, BY APPLICATION, 2021-2030 (USD BILLION)

CHART. 69. LATIN AMERICA CLOUD-BASED CONTACT CENTER MARKET VALUE, BY VERTICAL, 2021-2030 (USD BILLION)

CHART. 70. BRAZIL CLOUD-BASED CONTACT CENTER MARKET VALUE, BY SOLUTION, 2021-2030 (USD BILLION)

CHART. 71. BRAZIL CLOUD-BASED CONTACT CENTER MARKET VALUE, BY VERTICAL, 2021-2030 (USD BILLION)

CHART. 72. BRAZIL CLOUD-BASED CONTACT CENTER MARKET VALUE, BY APPLICATION, 2021-2030 (USD BILLION)

CHART. 73. ARGENTINA CLOUD-BASED CONTACT CENTER MARKET VALUE, BY SOLUTION, 2021-2030 (USD BILLION)

CHART. 74. ARGENTINA CLOUD-BASED CONTACT CENTER MARKET VALUE, BY VERTICAL, 2021-2030 (USD BILLION)

CHART. 75. ARGENTINA CLOUD-BASED CONTACT CENTER MARKET VALUE, BY APPLICATION, 2021-2030 (USD BILLION)

CHART. 76. MIDDLE EAST AND AFRICA CLOUD-BASED CONTACT CENTER MARKET VALUE, BY SOLUTION, 2021-2030 (USD BILLION)

CHART. 77. MIDDLE EAST AND AFRICA CLOUD-BASED CONTACT CENTER MARKET VALUE, BY VERTICAL, 2021-2030 (USD BILLION)

CHART. 78. MIDDLE EAST AND AFRICA CLOUD-BASED CONTACT CENTER MARKET VALUE, BY APPLICATION, 2021-2030 (USD BILLION)

CHART. 79. SAUDI ARABIA CLOUD-BASED CONTACT CENTER MARKET VALUE, BY SOLUTION, 2021-2030 (USD BILLION)

CHART. 80. SAUDI ARABIA CLOUD-BASED CONTACT CENTER MARKET VALUE, BY APPLICATION, 2021-2030 (USD BILLION)

CHART. 81. SAUDI ARABIA CLOUD-BASED CONTACT CENTER MARKET VALUE, BY VERTICAL, 2021-2030 (USD BILLION)

CHART. 82. UAE CLOUD-BASED CONTACT CENTER MARKET VALUE, BY SOLUTION, 2021-2030 (USD BILLION)

CHART. 83. UAE CLOUD-BASED CONTACT CENTER MARKET VALUE, BY VERTICAL, 2021-2030 (USD BILLION)

CHART. 84. UAE CLOUD-BASED CONTACT CENTER MARKET VALUE, BY APPLICATION, 2021-2030 (USD BILLION)

CHART. 85. REST OF MIDDLE EAST AND AFRICA CLOUD-BASED CONTACT CENTER MARKET VALUE, BY SOLUTION, 2021-2030 (USD BILLION)

CHART. 86. REST OF MIDDLE EAST AND AFRICA CLOUD-BASED CONTACT CENTER MARKET VALUE, BY VERTICAL, 2021-2030 (USD BILLION)

CHART. 87. IBM CORPORATION : FINANCIALS

CHART. 88. IBM CORPORATION : PRODUCTS & SERVICES

CHART. 89. IBM CORPORATION : RECENT DEVELOPMENTS

CHART. 90. ERICSSON INC: FINANCIALS

CHART. 91. ERICSSON INC: PRODUCTS & SERVICES

CHART. 92. ERICSSON INC: RECENT DEVELOPMENTS

CHART. 93. CISCO SYSTEMS INC: FINANCIALS

CHART. 94. CISCO SYSTEMS INC: PRODUCTS & SERVICES

CHART. 95. CISCO SYSTEMS INC: RECENT DEVELOPMENTS

CHART. 96. DIGITALGLOBE INC: FINANCIALS

CHART. 97. DIGITALGLOBE INC: PRODUCTS & SERVICES

CHART. 98. DIGITALGLOBE INC: RECENT DEVELOPMENTS

CHART. 99. CREATIVITY SOFTWARE LTD: FINANCIALS

CHART. 100. CREATIVITY SOFTWARE LTD: PRODUCTS & SERVICES

CHART. 101. CREATIVITY SOFTWARE LTD: RECENT DEVELOPMENTS

CHART. 102. INDOORATLAS LTD: FINANCIALS

CHART. 103. INDOORATLAS LTD: PRODUCTS & SERVICES

CHART. 104. INDOORATLAS LTD: RECENT DEVELOPMENTS

CHART. 105. ESRI TECHNOLOGIES LTD: FINANCIALS

CHART. 106. ESRI TECHNOLOGIES LTD: PRODUCTS & SERVICES

CHART. 107. ESRI TECHNOLOGIES LTD: DEVELOPMENTS

CHART. 108. IBM: FINANCIALS

CHART. 109. IBM: PRODUCTS & SERVICES

CHART. 110. IBM: RECENT DEVELOPMENTS

CHART. 111. GOOGLE LLC: FINANCIALS

CHART. 112. GOOGLE LLC: PRODUCTS & SERVICES
CHART. 113. GOOGLE LLC: RECENT DEVELOPMENTS
CHART. 114. HERE BV: FINANCIALS
CHART. 115. HERE BV: PRODUCTS & SERVICES
CHART. 116. HERE BV: RECENT DEVELOPMENTS

I would like to order

Product name: Cloud-Based Contact Center Market based on by Solution (Automatic Call Distribution, and Agent Performance Optimization), by Application (Workforce Optimization, and Data Integration & Recording), by Vertical (BFSI, IT & Telecom, Media and Entertainment, Retail, Consumer, Logistics and Transport, Healthcare, and Others), Regional Outlook– Global Forecast up to 2030

Product link: <https://marketpublishers.com/r/CAB5E971D3D2EN.html>

Price: US\$ 4,500.00 (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/CAB5E971D3D2EN.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