

# Asia Pacific Cloud-Based Contact Center Market Analysis (2017-2023)

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## Abstracts

The Asia Pacific Cloud-Based Contact Center Market would witness market growth of 24.2% CAGR during the forecast period (2017 – 2023). Cloud-based contact center solutions provide a robust platform for end users to utilize contact center solutions at an affordable price. Cloud based solutions are a perfect platform for providing modernized, up-to-date services to the end-users. These solutions require minimal capital investment, offer 24/7 technical support, and high levels of reliability, security, and scalability. These solutions would witness rapid uptake as cloud-based solutions are widely implemented in industries such as Banking, Financial Services, and Insurance (BFSI), telecommunications and Information Technology Enabled Services (ITES), and healthcare and life sciences.

Based on Type, the Cloud-Based Contact Center market segments the market into Solution and Services. Solution Type includes Computer Telephony Integration & IVRS, Automatic Call Distribution & Dialers, Reporting & Analytics, Agent Performance Optimization, Security, and Others. Services Type includes Professional and Managed Services. Based on Organization Size, the market report segments the market into Small & Medium Enterprises and Large Enterprises

Based on Deployment Mode, the market report segments the market into Private & Hybrid Cloud and Public Cloud. Based on Application, the Cloud-Based Contact Center market segments the market into Call Routing & Queuing, Data Integration & Recording, Chat Quality & Monitoring, Workforce Optimization, and Others. Based on Vertical, the market report segments the market into BFSI, Government & Public-Sector, Healthcare, Manufacturing, Retail & Consumer Goods, Telecom & IT, Media & Entertainment, and Others. Based on Countries, the Cloud-Based Contact Center market segments the market into China, Japan, India, South Korea, Singapore, Malaysia, and Rest of Asia Pacific.

The market research report covers the competition analysis of key stake holders of the Asia Pacific Cloud-Based Contact Center Market. Key companies profiled in the report include 8x8, Inc., Five9, Inc., Cisco Systems, Inc., IBM Corporation, Oracle Corporation, NewVoiceMedia, Connect First, Aspect Software Parent, Inc., NICE Ltd., and 3Clogic.

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