

Asia Pacific Contact Center Software Market Analysis (2018-2024)

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Abstracts

The Asia Pacific Contact Center Software Market would witness market growth of 16.1% CAGR during the forecast period (2018 – 2024). Major industry verticals such as banking, financial services, and insurance (BFSI), consumer goods and retail, healthcare, IT and telecom, and travel and hospitality, have been implementing contact center software and services. The retail and consumer goods industry vertical would witness highest growth rate during the forecast period. Growing demand for the technology from the IT and telecom, BFSI, consumer goods and retail, and healthcare sectors would contribute to the industry growth. Contact centers and unified collaboration software offer flexibility to customers, and as a result, enhancing customer satisfaction, resulting into brand loyalty.

Based on the component type, the Contact Center Software market is segmented into Solution and Services. The solution market is further segmented into Computer Telephony Integration & IVRS, Automatic Call Distribution & Dialers, Reporting & Analytics, Workforce Optimization, Security and Others. The Services market is segmented into Professional and Managed Services. Based on the Organization Size, the market is segmented into Small & Medium Enterprises and Large Enterprises. Based on Deployment Type, the market is segmented into Hosted and On-Premise. The verticals covered under the report include BFSI, Government & Public Sector, Healthcare, Manufacturing, Retail & Consumer Goods, Telecom & IT, Media & Entertainment and Others. Based on countries, the market is segmented into China, Japan, India, South Korea, Singapore, Malaysia, and Rest of Asia Pacific.

The market research report covers the analysis of key stake holders of the market. Key companies profiled in the report include Cisco Systems, Inc., IBM Corporation, Oracle Corporation, NICE Ltd., 8x8, Inc., Aspect Software Parent, Inc., 3Clogic, Avaya, Verizon

Communications, Inc., and BT Group

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