

Asia Pacific Speech Analytics Market Analysis (2017-2023)

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Abstracts

The Asia Pacific Speech Analytics Market would witness market growth of 19.1% CAGR during the forecast period (2017 – 2023). Asia Pacific (APAC) is the region with tremendous market opportunities and it is due to growing technology expenditures in major countries such as Australia, China, and India, and the demand for cost-effective analytical software and services among the Small and Medium-sized Enterprises (SMEs). The BFSI segment is witnessing massive transformation with increasing investments into data analysis. Companies operating in the BFSI segment are focusing on customer experience management to accelerate customer acquisition, improve business loyalty, and enhance customer retention ratio.

Based on Component, the market report segments the market into Solution and Services. Solution type includes Speech Engine, Indexing, Analysis, & Query Tools, and Reporting & Visualization Tools. The Services type includes Professional and Managed Services. Based on Application, the Speech Analytics market segments the market into Customer Experience Management, Agent Performance Monitoring, Sales Performance Management, Call Monitoring & Competitive Intelligence, and Others. Based on Organization Size, the Speech Analytics market segments the market into Small & Medium Enterprises and Large Enterprises. Based on Deployment Type, the market report segments the market into Cloud and On-Premise. Based on Vertical, the market report segments the market into BFSI, Government, Energy & Utilities, Healthcare, Media & Entertainment, Retail, Telecom & IT, Travel & Hospitality, and Others. Based on Countries, the Speech Analytics 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 Speech Analytics Market. Key companies profiled in the report include



Verint Systems, NICE Ltd., CallMiner, Avaya, Hewlett Packard Enterprise (HPE) Company, VOCI Technologies, Zoom International, Clarabridge, Almawave, and Calabrio, Inc.



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