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Europe Cloud-Based Contact Center Market Analysis (2017-2023)

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Abstracts

The Europe Cloud-Based Contact Center Market would witness market growth of 21% 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. In-built security systems are gaining prominence and are expected to rapid adoption across all verticals. SMEs have been quick to take advantage of the cloud-based contact center solutions, as these solutions offer scalability and also are cost-effective. Several vendors also provide solutions based on the pay-per-use or subscription model that are geared towards addressing SMEs challenges.

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 Germany, UK, France, Russia, Spain, Italy, and Rest of Europe.

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The market research report covers the competition analysis of key stake holders of the Europe 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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