

Europe Contact Center Intelligence Market By Component (Solution and Services), By Technology (Computer Vision, Automatic Speech Recognition, Machine Learning, Natural Language Processing and Others), By Deployment Type (On-premise and Hosted), By End User (Telecom & IT, Government, Healthcare, Consumer Goods & Retail, Travel & Hospitality, BFSI and Others), By Country, Industry Analysis and Forecast, 2020 - 2026

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Abstracts

The Europe Contact Center Intelligence Market would witness market growth of 22.5% CAGR during the forecast period (2020-2026).

The rising inclination for Artificial Intelligence (AI)- based answers for offer improved customer support services is anticipated to boost the development of the market. Artificial intelligence permits organizations to offer customized customer care and real-time customer services. Artificial intelligence likewise assists in enhancing call deflection rates, decreasing agent costs related to training, and accomplishing shorter times associated with handling customers. Enterprises are attempting vigorously to robotize customer service interactions. Social media is rising as the most favored stage for interaction with the customer. Various contact centers have adopted computerized measures for digital channels, for example, social media, to connect with clients and recognize new sales opportunities.

Activities pointed toward enhancing contact center AI assistance through the integration of gesture acknowledgment abilities are foreseen to make development possibilities for

the market over the forecast period. Voice AI agents and chatbots can catch the data from the interaction of the customer and feed it into analysis programming. This information can be additionally analyzed by utilizing AI innovation to get knowledge about the behavior patterns of clients. These patterns can assume a pivotal function in drafting business policies and solving issues of the customers.

AI-fueled techniques, for example, predictive behavior routing, are helping associations in having a healthy engagement with their clients. Notwithstanding, growing concerns over data security and protection of privacy are making clients careful about permitting organizations to gather their information. In 2018, research by Accenture uncovered that 88% of clients consent to the fact that organizations that offer customized services without bargaining with their trust are more attractive than others. Given such patterns, organizations are putting a solid emphasis on keeping up transparency and educating clients about the collection of data.

Based on Component, the market is segmented into Solution and Services. Solutions segment is further bifurcated across Intelligent Interactive Voice Response (IVR) System, Chatbot and Intelligent Virtual Assistant (IVA). Based on Technology, the market is segmented into Computer Vision, Automatic Speech Recognition, Machine Learning, Natural Language Processing and Others. Based on Deployment Type, the market is segmented into On-premise and Hosted. Based on End User, the market is segmented into Telecom & IT, Government, Healthcare, Consumer Goods & Retail, Travel & Hospitality, BFSI and Others. Based on countries, the market is segmented into Germany, UK, France, Russia, Spain, Italy, and Rest of Europe.

The market research report covers the analysis of key stake holders of the market. Key companies profiled in the report include Cisco Systems, Inc., Oracle Corporation, Google, Inc., SAP SE, Microsoft Corporation, IBM Corporation, NICE Ltd., Five9, Inc., Zendesk, Inc., and 3CLogic Software, Inc.

Scope of the Study

Market Segmentation:

By Component

Solution

Intelligent Interactive Voice Response (IVR) System

Chatbot

Intelligent Virtual Assistant (IVA)

Services

By Technology

Computer Vision

Automatic Speech Recognition

Machine Learning

Natural Language Processing

Others

By Deployment Type

On-premise

Hosted

By End User

Telecom & IT

Government

Healthcare

Consumer Goods & Retail

Travel & Hospitality

BFSI

Others

By Country

Germany

UK

France

Russia

Spain

Italy

Rest of Europe

Companies Profiled

Cisco Systems, Inc.

Oracle Corporation

Google, Inc.

SAP SE

Microsoft Corporation

IBM Corporation

NICE Ltd.

Five9, Inc.

Zendesk, Inc.

3CLogic Software, Inc.

Unique Offerings from KBV Research

Exhaustive coverage

Highest number of market tables and figures

Subscription based model available

Guaranteed best price

Assured post sales research support with 10% customization free

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