

Europe Contact Center Software Market Analysis (2018-2024)

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Abstracts

The Europe Contact Center Software Market would witness market growth of 13.1% CAGR during the forecast period (2018 – 2024). As a part of the e-government initiative, offices and public organizations would need to implement contact center solutions to carry out online processes related to citizen complaints, queries, inquiries, and feedbacks, very efficiently. Globalization of the IT industry has led to a huge customer/client database, and the same needs to be managed efficiently. The aforementioned factors are driving the demand for contact center solutions.

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 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., IBM Corporation, Oracle Corporation, NICE Ltd., 8x8, Inc., Aspect Software Parent, Inc., 3Clogic, Avaya, Verizon Communications, Inc., and BT Group

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