

# 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

## Contents

### CHAPTER 1. MARKET SCOPE & METHODOLOGY

- 1.1 Market Definition
- 1.2 Objectives
- 1.3 Market Scope
- 1.4 Segmentation
  - 1.4.1 Europe Contact Center Software Market, by Component Type
  - 1.4.2 Europe Contact Center Software Market, by Organization Size
  - 1.4.3 Europe Contact Center Software Market, by Deployment Mode
  - 1.4.4 Europe Contact Center Software Market, by Vertical
  - 1.4.5 Europe Contact Center Software Market, by Country
- 1.5 Methodology for the research

### CHAPTER 2. MARKET OVERVIEW

- 2.1 Introduction
  - 2.1.1 Overview
    - 2.1.1 Market Composition and Scenario
    - 2.1.2 Players outlook in the Industry
- 2.2 Factors Impacting the Market
  - 2.2.1 Market Drivers
  - 2.2.2 Market Restraints

### CHAPTER 3. EUROPE CONTACT CENTER SOFTWARE MARKET

- 3.1 Europe Contact Center Software Market by Type
  - 3.1.1 Overview and Market Scenario
  - 3.1.2 Europe Contact Center Software Solution Market by Country
  - 3.1.3 Europe Contact Center Software Market by Solution Type
    - 3.1.3.1 Market Overview and Scenario
    - 3.1.3.2 Europe Computer Telephony Integration & IVRS Solution Market by Country
    - 3.1.3.3 Europe Automatic Call Distribution & Dialers Market by Country
    - 3.1.3.4 Europe Reporting & Analytics Market by Country
    - 3.1.3.5 Europe Workforce Optimization Market by Country
    - 3.1.3.6 Europe Security Market by Country
    - 3.1.3.7 Europe Other Solution Market by Country
  - 3.1.4 Europe Contact Center Software Services Market by Country

### 3.1.5 Europe Contact Center Software Market by Service Type

#### 3.1.5.1 Europe Contact Center Software Professional Services Market by Country

#### 3.1.5.2 Europe Contact Center Software Managed Services Market by Country

## **CHAPTER 4. EUROPE CONTACT CENTER SOFTWARE MARKET BY ORGANIZATION SIZE**

### 4.1.1 Overview and Market Scenario

#### 4.1.2 Europe Small & Medium Enterprises Contact Center Software Market by Country

#### 4.1.3 Europe Large Enterprises Contact Center Software Market by Country

## **CHAPTER 5. EUROPE CONTACT CENTER SOFTWARE MARKET BY DEPLOYMENT TYPE**

### 5.1.1 Overview and Market Scenario

#### 5.1.2 Europe Hosted Deployment Contact Center Software Market by Country

#### 5.1.3 Europe On Premise Deployment Contact Center Software Market by Country

## **CHAPTER 6. EUROPE CONTACT CENTER SOFTWARE MARKET BY VERTICAL**

### 6.1.1 Overview and Market Scenario

#### 6.1.2 Europe Contact Center Software in BFSI Market by Country

#### 6.1.3 Europe Contact Center Software in Government & Public Sector Market by Country

#### 6.1.4 Europe Contact Center Software in Healthcare Market by Country

#### 6.1.5 Europe Contact Center Software in Manufacturing Market by Country

#### 6.1.6 Europe Contact Center Software in Retail & Consumer Goods Market by Country

#### 6.1.7 Europe Contact Center Software in Telecom & IT Market by Country

#### 6.1.8 Europe Contact Center Software in Media & Entertainment Market by Country

#### 6.1.9 Europe Contact Center Software in Others Market by Country

## **CHAPTER 7. EUROPE CONTACT CENTER SOFTWARE MARKET BY COUNTRY**

### 7.1 Overview and Market Scenario

#### 7.2 Germany Contact Center Software Market

##### 7.2.1 Germany Contact Center Software Market by Type

###### 7.2.1.1 Germany Contact Center Software Market by Solution Type

###### 7.2.1.2 Germany Contact Center Software Market by Services Type

##### 7.2.2 Germany Contact Center Software Market by Organization Size

- 7.2.3 Germany Contact Center Software Market by Deployment Type
- 7.2.4 Germany Contact Center Software Market by Vertical
- 7.3 UK Contact Center Software Market
  - 7.3.1 UK Contact Center Software Market by Type
    - 7.3.1.1 UK Contact Center Software Market by Solution Type
    - 7.3.1.2 UK Contact Center Software Market by Services Type
  - 7.3.2 UK Contact Center Software Market by Organization Size
  - 7.3.3 UK Contact Center Software Market by Deployment Type
  - 7.3.4 UK Contact Center Software Market by Vertical
- 7.4 France Contact Center Software Market
  - 7.4.1 France Contact Center Software Market by Type
    - 7.4.1.1 France Contact Center Software Market by Solution Type
    - 7.4.1.2 France Contact Center Software Market by Services Type
  - 7.4.2 France Contact Center Software Market by Organization Size
  - 7.4.3 France Contact Center Software Market by Deployment Type
  - 7.4.4 France Contact Center Software Market by Vertical
- 7.5 Russia Contact Center Software Market
  - 7.5.1 Russia Contact Center Software Market by Type
    - 7.5.1.1 Russia Contact Center Software Market by Solution Type
    - 7.5.1.2 Russia Contact Center Software Market by Services Type
  - 7.5.2 Russia Contact Center Software Market by Organization Size
  - 7.5.3 Russia Contact Center Software Market by Deployment Type
  - 7.5.4 Russia Contact Center Software Market by Vertical
- 7.6 Spain Contact Center Software Market
  - 7.6.1 Spain Contact Center Software Market by Type
    - 7.6.1.1 Spain Contact Center Software Market by Solution Type
    - 7.6.1.2 Spain Contact Center Software Market by Services Type
  - 7.6.2 Spain Contact Center Software Market by Organization Size
  - 7.6.3 Spain Contact Center Software Market by Deployment Type
  - 7.6.4 Spain Contact Center Software Market by Vertical
- 7.7 Italy Contact Center Software Market
  - 7.7.1 Italy Contact Center Software Market by Type
    - 7.7.1.1 Italy Contact Center Software Market by Solution Type
    - 7.7.1.2 Italy Contact Center Software Market by Services Type
  - 7.7.2 Italy Contact Center Software Market by Organization Size
  - 7.7.3 Italy Contact Center Software Market by Deployment Type
  - 7.7.4 Italy Contact Center Software Market by Vertical
- 7.8 Rest of Europe Contact Center Software Market
  - 7.8.1 Rest of Europe Contact Center Software Market by Type

- 7.8.1.1 Rest of Europe Contact Center Software Market by Solution Type
- 7.8.1.2 Rest of Europe Contact Center Software Market by Services Type
- 7.8.2 Rest of Europe Contact Center Software Market by Organization Size
- 7.8.3 Rest of Europe Contact Center Software Market by Deployment Type
- 7.8.4 Rest of Europe Contact Center Software Market by Vertical

## **CHAPTER 8. COMPETITIVE STUDY**

- 8.1 KBV Cardinal Matrix
- 8.2 Recent Industry Wide Strategic Developments
  - 8.2.1 Partnerships, Collaborations and Agreements
  - 8.2.2 Product Launches
  - 8.2.3 Mergers & Acquisitions

## **CHAPTER 9. COMPANY PROFILES**

- 9.1 Cisco Systems, Inc.
  - 9.1.1 Company Overview
  - 9.1.2 Financial Analysis
  - 9.1.3 Segmental and Regional Analysis
  - 9.1.4 Research & Development Expense
  - 9.1.5 Strategies at a Glance
    - 9.1.5.1 Mergers & Acquisitions
    - 9.1.5.2 Partnerships, Collaborations, and Agreements
    - 9.1.5.3 Product Launch
- 9.2 IBM Corporation
  - 9.2.1 Company Overview
  - 9.2.2 Financial Analysis
  - 9.2.3 Segmental and Regional Analysis
  - 9.2.4 Research & Development Expense
- 9.3 Oracle Corporation
  - 9.3.1 Company Overview
  - 9.3.2 Financial Analysis
  - 9.3.3 Segmental and Regional Analysis
  - 9.3.4 Research & Development Expense
- 9.4 NICE Ltd.
  - 9.4.1 Company Overview
  - 9.4.2 Financial Analysis
  - 9.4.3 Segmental and Regional Analysis

9.4.4 Research & Development Expense

9.4.5 Strategies at a Glance

9.4.5.1 Product Launch

9.5 8x8, Inc.

9.5.1 Company Overview

9.5.2 Financial Analysis

9.5.3 Regional Analysis

9.5.4 Research & Development Expense

9.5.5 Strategies at a Glance

9.5.5.1 Product Launch

9.5.5.2 Partnerships, Collaborations, and Agreements

9.6 Aspect Software Parent, Inc.

9.6.1 Company Overview

9.6.2 Strategies at a Glance

9.6.2.1 Partnerships, Collaborations, and Agreements

9.6.2.2 Product Launch

9.7 3Clogic

9.7.1 Company Overview

9.7.2 Strategies at a Glance

9.7.2.1 Partnerships, Collaborations, and Agreements

9.7.2.2 Product Launch

9.8 Avaya

9.8.1 Company Overview

9.8.2 Financial Analysis

9.8.3 Segmental and Regional Analysis

9.8.4 Research & Development Expense

9.9 Verizon Communications, Inc.

9.9.1 Company Overview

9.9.2 Financial Analysis

9.9.3 Segmental and Regional Analysis

9.1 BT Group

9.10.1 Company Overview

9.10.2 Financial Analysis

9.10.3 Segmental and Regional Analysis

9.10.4 Research & Development Expense

## List Of Tables

### LIST OF TABLES

Table 1 EUROPE CONTACT CENTER SOFTWARE MARKET, 2014 - 2017, USD MILLION

Table 2 EUROPE CONTACT CENTER SOFTWARE MARKET, 2018 - 2024, USD MILLION

Table 3 EUROPE CONTACT CENTER SOFTWARE MARKET BY TYPE, 2014 - 2017, USD MILLION

Table 4 EUROPE CONTACT CENTER SOFTWARE MARKET BY TYPE, 2018 - 2024, USD MILLION

Table 5 EUROPE CONTACT CENTER SOFTWARE SOLUTION MARKET BY COUNTRY, 2014 - 2017, USD MILLION

Table 6 EUROPE CONTACT CENTER SOFTWARE SOLUTION MARKET BY COUNTRY, 2018 - 2024, USD MILLION

Table 7 EUROPE CONTACT CENTER SOFTWARE MARKET BY SOLUTION TYPE, 2014 - 2017, USD MILLION

Table 8 EUROPE CONTACT CENTER SOFTWARE MARKET BY SOLUTION TYPE, 2018 - 2024, USD MILLION

Table 9 EUROPE COMPUTER TELEPHONY INTEGRATION & IVRS SOLUTION MARKET BY COUNTRY, 2014 - 2017, USD MILLION

Table 10 EUROPE COMPUTER TELEPHONY INTEGRATION & IVRS SOLUTION MARKET BY COUNTRY, 2018 - 2024, USD MILLION

Table 11 EUROPE AUTOMATIC CALL DISTRIBUTION & DIALERS MARKET BY COUNTRY, 2014 - 2017, USD MILLION

Table 12 EUROPE AUTOMATIC CALL DISTRIBUTION & DIALERS MARKET BY COUNTRY, 2018 - 2024, USD MILLION

Table 13 EUROPE REPORTING & ANALYTICS MARKET BY COUNTRY, 2014 - 2017, USD MILLION

Table 14 EUROPE REPORTING & ANALYTICS MARKET BY COUNTRY, 2018 - 2024, USD MILLION

Table 15 EUROPE WORKFORCE OPTIMIZATION MARKET BY COUNTRY, 2014 - 2017, USD MILLION

Table 16 EUROPE WORKFORCE OPTIMIZATION MARKET BY COUNTRY, 2018 - 2024, USD MILLION

Table 17 EUROPE SECURITY MARKET BY COUNTRY, 2014 - 2017, USD MILLION

Table 18 EUROPE SECURITY MARKET BY COUNTRY, 2018 - 2024, USD MILLION

Table 19 EUROPE OTHER SOLUTION MARKET BY COUNTRY, 2014 - 2017, USD

MILLION

Table 20 EUROPE OTHER SOLUTION MARKET BY COUNTRY, 2018 - 2024, USD MILLION

Table 21 EUROPE CONTACT CENTER SOFTWARE SERVICES MARKET BY COUNTRY, 2014 - 2017, USD MILLION

Table 22 EUROPE CONTACT CENTER SOFTWARE SERVICES MARKET BY COUNTRY, 2018 - 2024, USD MILLION

Table 23 EUROPE CONTACT CENTER SOFTWARE MARKET BY SERVICE TYPE, 2014 - 2017, USD MILLION

Table 24 EUROPE CONTACT CENTER SOFTWARE MARKET BY SERVICE TYPE, 2018 - 2024, USD MILLION

Table 25 EUROPE CONTACT CENTER SOFTWARE PROFESSIONAL SERVICES MARKET BY COUNTRY, 2014 - 2017, USD MILLION

Table 26 EUROPE CONTACT CENTER SOFTWARE PROFESSIONAL SERVICES MARKET BY COUNTRY, 2018 - 2024, USD MILLION

Table 27 EUROPE CONTACT CENTER SOFTWARE MANAGED SERVICES MARKET BY COUNTRY, 2014 - 2017, USD MILLION

Table 28 EUROPE CONTACT CENTER SOFTWARE MANAGED SERVICES MARKET BY COUNTRY, 2018 - 2024, USD MILLION

Table 29 EUROPE CONTACT CENTER SOFTWARE MARKET BY ORGANIZATION SIZE, 2014 - 2017, USD MILLION

Table 30 EUROPE CONTACT CENTER SOFTWARE MARKET BY ORGANIZATION SIZE, 2018 - 2024, USD MILLION

Table 31 EUROPE SMALL & MEDIUM ENTERPRISES CONTACT CENTER SOFTWARE MARKET BY COUNTRY, 2014 - 2017, USD MILLION

Table 32 EUROPE SMALL & MEDIUM ENTERPRISES CONTACT CENTER SOFTWARE MARKET BY COUNTRY, 2018 - 2024, USD MILLION

Table 33 EUROPE LARGE ENTERPRISES CONTACT CENTER SOFTWARE MARKET BY COUNTRY, 2014 - 2017, USD MILLION

Table 34 EUROPE LARGE ENTERPRISES CONTACT CENTER SOFTWARE MARKET BY COUNTRY, 2018 - 2024, USD MILLION

Table 35 EUROPE CONTACT CENTER SOFTWARE MARKET BY DEPLOYMENT TYPE, 2014 - 2017, USD MILLION

Table 36 EUROPE CONTACT CENTER SOFTWARE MARKET BY DEPLOYMENT TYPE, 2018 - 2024, USD MILLION

Table 37 EUROPE HOSTED DEPLOYMENT CONTACT CENTER SOFTWARE MARKET BY COUNTRY, 2014 - 2017, USD MILLION

Table 38 EUROPE HOSTED DEPLOYMENT CONTACT CENTER SOFTWARE MARKET BY COUNTRY, 2018 - 2024, USD MILLION

Table 39 EUROPE ON PREMISE DEPLOYMENT CONTACT CENTER SOFTWARE MARKET BY COUNTRY, 2014 - 2017, USD MILLION

Table 40 EUROPE ON PREMISE DEPLOYMENT CONTACT CENTER SOFTWARE MARKET BY COUNTRY, 2018 - 2024, USD MILLION

Table 41 EUROPE CONTACT CENTER SOFTWARE MARKET BY VERTICAL, 2014 - 2017, USD MILLION

Table 42 EUROPE CONTACT CENTER SOFTWARE MARKET BY VERTICAL, 2018 - 2024, USD MILLION

Table 43 EUROPE CONTACT CENTER SOFTWARE IN BFSI MARKET BY COUNTRY, 2014 - 2017, USD MILLION

Table 44 EUROPE CONTACT CENTER SOFTWARE IN BFSI MARKET BY COUNTRY, 2018 - 2024, USD MILLION

Table 45 EUROPE CONTACT CENTER SOFTWARE IN GOVERNMENT & PUBLIC SECTOR MARKET BY COUNTRY, 2014 - 2017, USD MILLION

Table 46 EUROPE CONTACT CENTER SOFTWARE IN GOVERNMENT & PUBLIC SECTOR MARKET BY COUNTRY, 2018 - 2024, USD MILLION

Table 47 EUROPE CONTACT CENTER SOFTWARE IN HEALTHCARE MARKET BY COUNTRY, 2014 - 2017, USD MILLION

Table 48 EUROPE CONTACT CENTER SOFTWARE IN HEALTHCARE MARKET BY COUNTRY, 2018 - 2024, USD MILLION

Table 49 EUROPE CONTACT CENTER SOFTWARE IN MANUFACTURING MARKET BY COUNTRY, 2014 - 2017, USD MILLION

Table 50 EUROPE CONTACT CENTER SOFTWARE IN MANUFACTURING MARKET BY COUNTRY, 2018 - 2024, USD MILLION

Table 51 EUROPE CONTACT CENTER SOFTWARE IN RETAIL & CONSUMER GOODS MARKET BY COUNTRY, 2014 - 2017, USD MILLION

Table 52 EUROPE CONTACT CENTER SOFTWARE IN RETAIL & CONSUMER GOODS MARKET BY COUNTRY, 2018 - 2024, USD MILLION

Table 53 EUROPE CONTACT CENTER SOFTWARE IN TELECOM & IT MARKET BY COUNTRY, 2014 - 2017, USD MILLION

Table 54 EUROPE CONTACT CENTER SOFTWARE IN TELECOM & IT MARKET BY COUNTRY, 2018 - 2024, USD MILLION

Table 55 EUROPE CONTACT CENTER SOFTWARE IN MEDIA & ENTERTAINMENT MARKET BY COUNTRY, 2014 - 2017, USD MILLION

Table 56 EUROPE CONTACT CENTER SOFTWARE IN MEDIA & ENTERTAINMENT MARKET BY COUNTRY, 2018 - 2024, USD MILLION

Table 57 EUROPE CONTACT CENTER SOFTWARE IN OTHERS MARKET BY COUNTRY, 2014 - 2017, USD MILLION

Table 58 EUROPE CONTACT CENTER SOFTWARE IN OTHERS MARKET BY

COUNTRY, 2018 - 2024, USD MILLION

Table 59 EUROPE CONTACT CENTER SOFTWARE MARKET, 2014 - 2017, USD MILLION

Table 60 EUROPE CONTACT CENTER SOFTWARE MARKET, 2018 - 2024, USD MILLION

Table 61 EUROPE CONTACT CENTER SOFTWARE MARKET BY COUNTRY, 2014 - 2017, USD MILLION

Table 62 EUROPE CONTACT CENTER SOFTWARE MARKET BY COUNTRY, 2018 - 2024, USD MILLION

Table 63 GERMANY CONTACT CENTER SOFTWARE MARKET, 2014 - 2017, USD MILLION

Table 64 GERMANY CONTACT CENTER SOFTWARE MARKET, 2018 - 2024, USD MILLION

Table 65 GERMANY CONTACT CENTER SOFTWARE MARKET BY TYPE, 2014 - 2017, USD MILLION

Table 66 GERMANY CONTACT CENTER SOFTWARE MARKET BY TYPE, 2018 - 2024, USD MILLION

Table 67 GERMANY CONTACT CENTER SOFTWARE MARKET BY SOLUTION TYPE, 2014 - 2017, USD MILLION

Table 68 GERMANY CONTACT CENTER SOFTWARE MARKET BY SOLUTION TYPE, 2018 - 2024, USD MILLION

Table 69 GERMANY CONTACT CENTER SOFTWARE MARKET BY SERVICES TYPE, 2014 - 2017, USD MILLION

Table 70 GERMANY CONTACT CENTER SOFTWARE MARKET BY SERVICES TYPE, 2018 - 2024, USD MILLION

Table 71 GERMANY CONTACT CENTER SOFTWARE MARKET BY ORGANIZATION SIZE, 2014 - 2017, USD MILLION

Table 72 GERMANY CONTACT CENTER SOFTWARE MARKET BY ORGANIZATION SIZE, 2018 - 2024, USD MILLION

Table 73 GERMANY CONTACT CENTER SOFTWARE MARKET BY DEPLOYMENT TYPE, 2014 - 2017, USD MILLION

Table 74 GERMANY CONTACT CENTER SOFTWARE MARKET BY DEPLOYMENT TYPE, 2018 - 2024, USD MILLION

Table 75 GERMANY CONTACT CENTER SOFTWARE MARKET BY VERTICAL, 2014 - 2017, USD MILLION

Table 76 GERMANY CONTACT CENTER SOFTWARE MARKET BY VERTICAL, 2018 - 2024, USD MILLION

Table 77 UK CONTACT CENTER SOFTWARE MARKET, 2014 - 2017, USD MILLION

Table 78 UK CONTACT CENTER SOFTWARE MARKET, 2018 - 2024, USD MILLION

Table 79 UK CONTACT CENTER SOFTWARE MARKET BY TYPE, 2014 - 2017, USD MILLION

Table 80 UK CONTACT CENTER SOFTWARE MARKET BY TYPE, 2018 - 2024, USD MILLION

Table 81 UK CONTACT CENTER SOFTWARE MARKET BY SOLUTION TYPE, 2014 - 2017, USD MILLION

Table 82 UK CONTACT CENTER SOFTWARE MARKET BY SOLUTION TYPE, 2018 - 2024, USD MILLION

Table 83 UK CONTACT CENTER SOFTWARE MARKET BY SERVICES TYPE, 2014 - 2017, USD MILLION

Table 84 UK CONTACT CENTER SOFTWARE MARKET BY SERVICES TYPE, 2018 - 2024, USD MILLION

Table 85 UK CONTACT CENTER SOFTWARE MARKET BY ORGANIZATION SIZE, 2014 - 2017, USD MILLION

Table 86 UK CONTACT CENTER SOFTWARE MARKET BY ORGANIZATION SIZE, 2018 - 2024, USD MILLION

Table 87 UK CONTACT CENTER SOFTWARE MARKET BY DEPLOYMENT TYPE, 2014 - 2017, USD MILLION

Table 88 UK CONTACT CENTER SOFTWARE MARKET BY DEPLOYMENT TYPE, 2018 - 2024, USD MILLION

Table 89 UK CONTACT CENTER SOFTWARE MARKET BY VERTICAL, 2014 - 2017, USD MILLION

Table 90 UK CONTACT CENTER SOFTWARE MARKET BY VERTICAL, 2018 - 2024, USD MILLION

Table 91 FRANCE CONTACT CENTER SOFTWARE MARKET, 2014 - 2017, USD MILLION

Table 92 FRANCE CONTACT CENTER SOFTWARE MARKET, 2018 - 2024, USD MILLION

Table 93 FRANCE CONTACT CENTER SOFTWARE MARKET BY TYPE, 2014 - 2017, USD MILLION

Table 94 FRANCE CONTACT CENTER SOFTWARE MARKET BY TYPE, 2018 - 2024, USD MILLION

Table 95 FRANCE CONTACT CENTER SOFTWARE MARKET BY SOLUTION TYPE, 2014 - 2017, USD MILLION

Table 96 FRANCE CONTACT CENTER SOFTWARE MARKET BY SOLUTION TYPE, 2018 - 2024, USD MILLION

Table 97 FRANCE CONTACT CENTER SOFTWARE MARKET BY SERVICES TYPE, 2014 - 2017, USD MILLION

Table 98 FRANCE CONTACT CENTER SOFTWARE MARKET BY SERVICES TYPE,

2018 - 2024, USD MILLION

Table 99 FRANCE CONTACT CENTER SOFTWARE MARKET BY ORGANIZATION SIZE, 2014 - 2017, USD MILLION

Table 100 FRANCE CONTACT CENTER SOFTWARE MARKET BY ORGANIZATION SIZE, 2018 - 2024, USD MILLION

Table 101 FRANCE CONTACT CENTER SOFTWARE MARKET BY DEPLOYMENT TYPE, 2014 - 2017, USD MILLION

Table 102 FRANCE CONTACT CENTER SOFTWARE MARKET BY DEPLOYMENT TYPE, 2018 - 2024, USD MILLION

Table 103 FRANCE CONTACT CENTER SOFTWARE MARKET BY VERTICAL, 2014 - 2017, USD MILLION

Table 104 FRANCE CONTACT CENTER SOFTWARE MARKET BY VERTICAL, 2018 - 2024, USD MILLION

Table 105 RUSSIA CONTACT CENTER SOFTWARE MARKET, 2014 - 2017, USD MILLION

Table 106 RUSSIA CONTACT CENTER SOFTWARE MARKET, 2018 - 2024, USD MILLION

Table 107 RUSSIA CONTACT CENTER SOFTWARE MARKET BY TYPE, 2014 - 2017, USD MILLION

Table 108 RUSSIA CONTACT CENTER SOFTWARE MARKET BY TYPE, 2018 - 2024, USD MILLION

Table 109 RUSSIA CONTACT CENTER SOFTWARE MARKET BY SOLUTION TYPE, 2014 - 2017, USD MILLION

Table 110 RUSSIA CONTACT CENTER SOFTWARE MARKET BY SOLUTION TYPE, 2018 - 2024, USD MILLION

Table 111 RUSSIA CONTACT CENTER SOFTWARE MARKET BY SERVICES TYPE, 2014 - 2017, USD MILLION

Table 112 RUSSIA CONTACT CENTER SOFTWARE MARKET BY SERVICES TYPE, 2018 - 2024, USD MILLION

Table 113 RUSSIA CONTACT CENTER SOFTWARE MARKET BY ORGANIZATION SIZE, 2014 - 2017, USD MILLION

Table 114 RUSSIA CONTACT CENTER SOFTWARE MARKET BY ORGANIZATION SIZE, 2018 - 2024, USD MILLION

Table 115 RUSSIA CONTACT CENTER SOFTWARE MARKET BY DEPLOYMENT TYPE, 2014 - 2017, USD MILLION

Table 116 RUSSIA CONTACT CENTER SOFTWARE MARKET BY DEPLOYMENT TYPE, 2018 - 2024, USD MILLION

Table 117 RUSSIA CONTACT CENTER SOFTWARE MARKET BY VERTICAL, 2014 - 2017, USD MILLION

Table 118 RUSSIA CONTACT CENTER SOFTWARE MARKET BY VERTICAL, 2018 - 2024, USD MILLION

Table 119 SPAIN CONTACT CENTER SOFTWARE MARKET, 2014 - 2017, USD MILLION

Table 120 SPAIN CONTACT CENTER SOFTWARE MARKET, 2018 - 2024, USD MILLION

Table 121 SPAIN CONTACT CENTER SOFTWARE MARKET BY TYPE, 2014 - 2017, USD MILLION

Table 122 SPAIN CONTACT CENTER SOFTWARE MARKET BY TYPE, 2018 - 2024, USD MILLION

Table 123 SPAIN CONTACT CENTER SOFTWARE MARKET BY SOLUTION TYPE, 2014 - 2017, USD MILLION

Table 124 SPAIN CONTACT CENTER SOFTWARE MARKET BY SOLUTION TYPE, 2018 - 2024, USD MILLION

Table 125 SPAIN CONTACT CENTER SOFTWARE MARKET BY SERVICES TYPE, 2014 - 2017, USD MILLION

Table 126 SPAIN CONTACT CENTER SOFTWARE MARKET BY SERVICES TYPE, 2018 - 2024, USD MILLION

Table 127 SPAIN CONTACT CENTER SOFTWARE MARKET BY ORGANIZATION SIZE, 2014 - 2017, USD MILLION

Table 128 SPAIN CONTACT CENTER SOFTWARE MARKET BY ORGANIZATION SIZE, 2018 - 2024, USD MILLION

Table 129 SPAIN CONTACT CENTER SOFTWARE MARKET BY DEPLOYMENT TYPE, 2014 - 2017, USD MILLION

Table 130 SPAIN CONTACT CENTER SOFTWARE MARKET BY DEPLOYMENT TYPE, 2018 - 2024, USD MILLION

Table 131 SPAIN CONTACT CENTER SOFTWARE MARKET BY VERTICAL, 2014 - 2017, USD MILLION

Table 132 SPAIN CONTACT CENTER SOFTWARE MARKET BY VERTICAL, 2018 - 2024, USD MILLION

Table 133 ITALY CONTACT CENTER SOFTWARE MARKET, 2014 - 2017, USD MILLION

Table 134 ITALY CONTACT CENTER SOFTWARE MARKET, 2018 - 2024, USD MILLION

Table 135 ITALY CONTACT CENTER SOFTWARE MARKET BY TYPE, 2014 - 2017, USD MILLION

Table 136 ITALY CONTACT CENTER SOFTWARE MARKET BY TYPE, 2018 - 2024, USD MILLION

Table 137 ITALY CONTACT CENTER SOFTWARE MARKET BY SOLUTION TYPE,

2014 - 2017, USD MILLION

Table 138 ITALY CONTACT CENTER SOFTWARE MARKET BY SOLUTION TYPE,  
2018 - 2024, USD MILLION

Table 139 ITALY CONTACT CENTER SOFTWARE MARKET BY SERVICES TYPE,  
2014 - 2017, USD MILLION

Table 140 ITALY CONTACT CENTER SOFTWARE MARKET BY SERVICES TYPE,  
2018 - 2024, USD MILLION

Table 141 ITALY CONTACT CENTER SOFTWARE MARKET BY ORGANIZATION  
SIZE, 2014 - 2017, USD MILLION

Table 142 ITALY CONTACT CENTER SOFTWARE MARKET BY ORGANIZATION  
SIZE, 2018 - 2024, USD MILLION

Table 143 ITALY CONTACT CENTER SOFTWARE MARKET BY DEPLOYMENT  
TYPE, 2014 - 2017, USD MILLION

Table 144 ITALY CONTACT CENTER SOFTWARE MARKET BY DEPLOYMENT  
TYPE, 2018 - 2024, USD MILLION

Table 145 ITALY CONTACT CENTER SOFTWARE MARKET BY VERTICAL, 2014 -  
2017, USD MILLION

Table 146 ITALY CONTACT CENTER SOFTWARE MARKET BY VERTICAL, 2018 -  
2024, USD MILLION

Table 147 REST OF EUROPE CONTACT CENTER SOFTWARE MARKET, 2014 -  
2017, USD MILLION

Table 148 REST OF EUROPE CONTACT CENTER SOFTWARE MARKET, 2018 -  
2024, USD MILLION

Table 149 REST OF EUROPE CONTACT CENTER SOFTWARE MARKET BY TYPE,  
2014 - 2017, USD MILLION

Table 150 REST OF EUROPE CONTACT CENTER SOFTWARE MARKET BY TYPE,  
2018 - 2024, USD MILLION

Table 151 REST OF EUROPE CONTACT CENTER SOFTWARE MARKET BY  
SOLUTION TYPE, 2014 - 2017, USD MILLION

Table 152 REST OF EUROPE CONTACT CENTER SOFTWARE MARKET BY  
SOLUTION TYPE, 2018 - 2024, USD MILLION

Table 153 REST OF EUROPE CONTACT CENTER SOFTWARE MARKET BY  
SERVICES TYPE, 2014 - 2017, USD MILLION

Table 154 REST OF EUROPE CONTACT CENTER SOFTWARE MARKET BY  
SERVICES TYPE, 2018 - 2024, USD MILLION

Table 155 REST OF EUROPE CONTACT CENTER SOFTWARE MARKET BY  
ORGANIZATION SIZE, 2014 - 2017, USD MILLION

Table 156 REST OF EUROPE CONTACT CENTER SOFTWARE MARKET BY  
ORGANIZATION SIZE, 2018 - 2024, USD MILLION

Table 157 REST OF EUROPE CONTACT CENTER SOFTWARE MARKET BY DEPLOYMENT TYPE, 2014 - 2017, USD MILLION

Table 158 REST OF EUROPE CONTACT CENTER SOFTWARE MARKET BY DEPLOYMENT TYPE, 2018 - 2024, USD MILLION

Table 159 REST OF EUROPE CONTACT CENTER SOFTWARE MARKET BY VERTICAL, 2014 - 2017, USD MILLION

Table 160 REST OF EUROPE CONTACT CENTER SOFTWARE MARKET BY VERTICAL, 2018 - 2024, USD MILLION

Table 161 PARTNERSHIPS, COLLABORATIONS AND AGREEMENTS– CLOUD-BASED CONTACT CENTER MARKET

Table 162 PRODUCT LAUNCHES – CLOUD-BASED CONTACT CENTER MARKET

Table 163 KEY INFORMATION – CISCO SYSTEMS, INC.

Table 164 KEY INFORMATION – IBM CORPORATION

Table 165 KEY INFORMATION – ORACLE CORPORATION

Table 166 KEY INFORMATION – NICE LTD.

Table 167 KEY INFORMATION – 8X8, INC.

Table 168 KEY INFORMATION – ASPECT SOFTWARE PARENT, INC.

Table 169 KEY INFORMATION – 3CLOGIC

Table 170 KEY INFORMATION – AVAYA

Table 171 KEY INFORMATION - VERIZON COMMUNICATIONS, INC.

Table 172 KEY INFORMATION - BT GROUP

## List Of Figures

### LIST OF FIGURES

Fig 1 EUROPE CONTACT CENTER SOFTWARE MARKET BY TYPE, 2014 - 2024

Fig 2 EUROPE CONTACT CENTER SOFTWARE MARKET BY SOLUTION TYPE, 2014 – 2024

Fig 3 EUROPE CONTACT CENTER SOFTWARE MARKET BY ORGANIZATION SIZE, 2014 - 2024

Fig 4 EUROPE CONTACT CENTER SOFTWARE MARKET BY DEPLOYMENT TYPE, 2014 – 2024

Fig 5 EUROPE CONTACT CENTER SOFTWARE MARKET BY VERTICAL, 2014 - 2024

Fig 6 EUROPE CONTACT CENTER SOFTWARE MARKET BY COUNTRY, 2014 - 2024

Fig 7 KBV CARDINAL MATRIX

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