

Europe Contact Center Transformation Market By Component (Software and Services), By Deployment Type (On-premise and Cloud), By Organization Size (Large Enterprises and Small & Medium Enterprises), By End User (BFSI, Retail & Consumer Goods, Government & Defense, Travel & Hospitality, Healthcare & Life Sciences, Telecom & IT and Others), By Country, Industry Analysis and Forecast, 2020 - 2026

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Abstracts

The Europe Contact Center Transformation Market would witness market growth of 16.5% CAGR during the forecast period (2020-2026).

Contact centers are experiencing a number of changes, all of which are now disrupting the status quo. In addition, the position of the inbound call center and that of the contact center in the field of customer care is evolving. In 2020 and beyond, contact center automation is accelerating, making it necessary for businesses to adopt best practices or face falling behind competition. Technological developments in robotic process automation (RPA), AI, and machine learning (ML) practically transform the face of customer care.

Digital transformation leverages emerging technologies to automate and enhance business processes and consumer engagement in order to satisfy the needs of evolving customer demand. Nowhere is the need for digital change greater than in contact centers at the present. Digital innovation is not limited to consumer service. This also has significant implications on the way in which support agents, supervisors and

administrators operate by providing them with the best resources to be more effective and to resolve issues more quickly.

The call center has evolved, from a reactive help center managing customer requests and complaints to delivering support on the consumer's preferred channel. Digital transformation also changes the role of the contact center from trying to resolve customer calls in the shortest period possible by using analytics to deliver proactive, personalized support and efficient customer experience.

Based on Component, the market is segmented into Software and Services. Software market is further bifurcated across Workforce Engagement, Real Time Reporting & Analytics, Social Media Analytics, Visual Network Analytics & Omnichannel Routing, Voice Biometrics and Others. Based on Deployment Type, the market is segmented into On-premise and Cloud. Based on Organization Size, the market is segmented into Large Enterprises and Small & Medium Enterprises. Based on End User, the market is segmented into BFSI, Retail & Consumer Goods, Government & Defense, Travel & Hospitality, Healthcare & Life Sciences, Telecom & IT 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 AT&T, Inc., Cisco Systems, Inc., Microsoft Corporation (Metaswitch Networks), RingCentral, Inc., SAP SE, Five9, Inc., AGC Networks Ltd., Talkdesk, Inc., Genesys Telecommunications Laboratories, Inc., and Aculab PLC.

Scope of the Study

Market Segmentation:

By Component

Software

Workforce Engagement

Real Time Reporting & Analytics

Social Media Analytics

Visual Network Analytics & Omnichannel Routing

Voice Biometrics

Others

Services

By Deployment Type

On-premise

Cloud

By Organization Size

Large Enterprises

Small & Medium Enterprises

By End User

BFSI

Retail & Consumer Goods

Government & Defense

Travel & Hospitality

Healthcare & Life Sciences

Telecom & IT

Others

By Country

Germany

UK

France

Russia

Spain

Italy

Rest of Europe

Companies Profiled

AT&T, Inc.

Cisco Systems, Inc.

Microsoft Corporation (Metaswitch Networks)

RingCentral, Inc.

SAP SE

Five9, Inc.

AGC Networks Ltd.

Talkdesk, Inc.

Genesys Telecommunications Laboratories, Inc.

Aculab PLC

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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FIG 4 KEY STRATEGIC MOVE: (PARTNERSHIPS, COLLABORATIONS, AND AGREEMENTS : 2016, MAR – 2020, JUL) LEADING PLAYERS

FIG 5 RECENT STRATEGIES AND DEVELOPMENTS: AT&T, INC.

FIG 6 SWOT ANALYSIS: AT&T, INC.

FIG 7 RECENT STRATEGIES AND DEVELOPMENTS: CISCO SYSTEMS, INC.

FIG 8 SWOT ANALYSIS: CISCO SYSTEMS, INC.

FIG 9 SWOT ANALYSIS: MICROSOFT CORPORATION

FIG 10 RECENT STRATEGIES AND DEVELOPMENTS: RINGCENTRAL, INC.

FIG 11 RECENT STRATEGIES AND DEVELOPMENTS: SAP SE

FIG 12 SWOT ANALYSIS: SAP SE

FIG 13 RECENT STRATEGIES AND DEVELOPMENTS: FIVE9, INC.

FIG 14 RECENT STRATEGIES AND DEVELOPMENTS: AGC NETWORKS LTD.

FIG 15 RECENT STRATEGIES AND DEVELOPMENTS: TALKDESK, INC.

FIG 16 RECENT STRATEGIES AND DEVELOPMENTS: GENESYS

TELECOMMUNICATIONS LABORATORIES, INC.

FIG 17 RECENT STRATEGIES AND DEVELOPMENTS: ACULAB PLC

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