

Europe Speech Analytics Market Analysis (2017-2023)

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Abstracts

The Europe Speech Analytics Market would witness market growth of 16.1% CAGR during the forecast period (2017 – 2023). Speech analytics is conducted using specialized speech analytics software which has the capabilities to understand the spoken word of many dialects and translate the same into text format. The speech analytics market is growing due to increased prevalence of voice, interactions among consumers, while interacting with customer representatives to address service level related issues. Need for higher customer satisfaction levels, growing importance of real-time speech analytics, and demand for speech analytics solutions in the Business Process Outsourcing (BPO) sector would drive the growth of the market.

Based on Component, the market report segments the market into Solution and Services. Solution type includes Speech Engine, Indexing, Analysis, & Query Tools, and Reporting & Visualization Tools. The Services type includes Professional and Managed Services. Based on Application, the Speech Analytics market segments the market into Customer Experience Management, Agent Performance Monitoring, Sales Performance Management, Call Monitoring & Competitive Intelligence, and Others. Based on Organization Size, the Speech Analytics market segments the market into Small & Medium Enterprises and Large Enterprises. Based on Deployment Type, the market report segments the market into Cloud and On-Premise. Based on Vertical, the market report segments the market into BFSI, Government, Energy & Utilities, Healthcare, Media & Entertainment, Retail, Telecom & IT, Travel & Hospitality, and Others. Based on Countries, the Speech Analytics market segments the market into Germany, UK, France, Russia, Spain, Italy, and Rest of Europe.

The market research report covers the competition analysis of key stake holders of the Europe Speech Analytics Market. Key companies profiled in the report include Verint Systems, NICE Ltd., CallMiner, Avaya, Hewlett Packard Enterprise (HPE) Company, VOICI Technologies, Zoom International, Clarabridge, Almaxwave, and Calabrio, Inc.

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