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Global Cloud-Based Contact Center Market Analysis (2017-2023)

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Abstracts

The Global Cloud-Based Contact Center Market size is expected to reach $21.6 billion by 2023, rising at a market growth of 22% CAGR during the forecast period. Cloud-based contact center solutions provide a robust platform for end users to utilize contact center solutions at an affordable price. Cloud based solutions are a perfect platform for providing modernized, up-to-date services to the end-users. Growing need to improve consumer experience and growing number of enterprises harnessing the power of contact center have contributed to the growth of cloud-based contact center solutions. Cloud-based solutions are cost-effective for Small and Medium-sized Enterprises (SMEs), adding to the growth of these solutions among the end-users. However, lack of awareness and potential risks of information loss would limit the market growth.

Based on Type, the Cloud-Based Contact Center market segments the market into Solution and Services. Solution Type includes Computer Telephony Integration & IVRS, Automatic Call Distribution & Dialers, Reporting & Analytics, Agent Performance Optimization, Security, and Others. Services Type includes Professional and Managed Services. Based on Organization Size, the market report segments the market into Small & Medium Enterprises and Large Enterprises
Based on Deployment Mode, the market report segments the market into Private & Hybrid Cloud and Public Cloud. Based on Application, the Cloud-Based Contact Center market segments the market into Call Routing & Queuing, Data Integration & Recording, Chat Quality & Monitoring, Workforce Optimization, and Others. Based on Vertical, the market report segments the market into BFSI, Government & Public-Sector, Healthcare, Manufacturing, Retail & Consumer Goods, Telecom & IT, Media & Entertainment, and Others. Based on Regions, the Cloud-Based Contact Center market segments the market into North America, Europe, Asia Pacific, and Latin America, Middle East & Africa.

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The market research report covers the competition analysis of key stake holders of the Global Cloud-Based Contact Center Market. Key companies profiled in the report include 8x8, Inc., Five9, Inc., Cisco Systems, Inc., IBM Corporation, Oracle Corporation, NewVoiceMedia,Connect First, Aspect Software Parent, Inc., NICE Ltd., and 3Clogic.

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