

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

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Abstracts

The Latin America, Middle East and Africa Cloud-Based Contact Center Market would witness market growth of 26.2% CAGR during the forecast period (2017 – 2023). 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. 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 Countries, the Cloud-Based Contact Center market segments the market into Brazil, Argentina, UAE, Saudi Arabia, South Africa, Nigeria, and Rest of LAMEA.

The market research report covers the competition analysis of key stake holders of the

Latin America, Middle East and Africa 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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