

LAMEA Contact Center Intelligence Market By Component (Solution and Services), By Technology (Computer Vision, Automatic Speech Recognition, Machine Learning, Natural Language Processing and Others), By Deployment Type (On-premise and Hosted), By End User (Telecom & IT, Government, Healthcare, Consumer Goods & Retail, Travel & Hospitality, BFSI and Others), By Country, Industry Analysis and Forecast, 2020 - 2026

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Abstracts

The Latin America, Middle East and Africa Contact Center Intelligence Market would witness market growth of 27.3% CAGR during the forecast period (2020-2026).

The rising volumes of information being created by organizations and the increasing adoption of AI-fueled chatbots to oversee work activities productively and viably are a portion of the main factors that look good for the development of the market.

Conversational AI is broadly adopted by organizations to improve client experience while lessening the operational expenses of contact centers. AI-enabled chatbots are especially helping agents with pertinent information to change customer calls into smart decision-driven activities. The ensuing improvement in self-service and agent utilization is further diminishing contact center costs.

Activities pointed toward enhancing contact center AI assistance through the integration of gesture acknowledgment abilities are foreseen to make development possibilities for the market over the forecast period. Voice AI agents and chatbots can catch the data from the interaction of the customer and feed it into analysis programming. This

information can be additionally analyzed by utilizing AI innovation to get knowledge about the behavior patterns of clients. These patterns can assume a pivotal function in drafting business policies and solving issues of the customers.

Managed services for AI-based contact centers assist organizations in overseeing complex multi-vendor framework so that in-house agents can focus on income-producing projects, for example, customer services. These services assist businesses in delivering persistent operational improvement by supporting, monitoring, and advancing contact center arrangements. Various organizations are embracing managed services to remain associated with customers and drive profitability while decreasing operational expenses.

Based on Component, the market is segmented into Solution and Services. Solutions segment is further bifurcated across Intelligent Interactive Voice Response (IVR) System, Chatbot and Intelligent Virtual Assistant (IVA). Based on Technology, the market is segmented into Computer Vision, Automatic Speech Recognition, Machine Learning, Natural Language Processing and Others. Based on Deployment Type, the market is segmented into On-premise and Hosted. Based on End User, the market is segmented into Telecom & IT, Government, Healthcare, Consumer Goods & Retail, Travel & Hospitality, BFSI and Others. Based on countries, the market is segmented into Brazil, Argentina, UAE, Saudi Arabia, South Africa, Nigeria, and Rest of LAMEA.

The market research report covers the analysis of key stake holders of the market. Key companies profiled in the report include Cisco Systems, Inc., Oracle Corporation, Google, Inc., SAP SE, Microsoft Corporation, IBM Corporation, NICE Ltd., Five9, Inc., Zendesk, Inc., and 3CLogic Software, Inc.

Scope of the Study

Market Segmentation:

By Component

Solution

Intelligent Interactive Voice Response (IVR) System

Chatbot

Intelligent Virtual Assistant (IVA)

Services

By Technology

Computer Vision

Automatic Speech Recognition

Machine Learning

Natural Language Processing

Others

By Deployment Type

On-premise

Hosted

By End User

Telecom & IT

Government

Healthcare

Consumer Goods & Retail

Travel & Hospitality

BFSI

Others

By Country

Brazil

Argentina

UAE

Saudi Arabia

South Africa

Nigeria

Rest of LAMEA

Companies Profiled

Cisco Systems, Inc.

Oracle Corporation

Google, Inc.

SAP SE

Microsoft Corporation

IBM Corporation

NICE Ltd.

Five9, Inc.

Zendesk, Inc.

3CLogic Software, Inc.

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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