

# LAMEA Contact Center Software Market Analysis (2018-2024)

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## Abstracts

The Latin America, Middle East and Africa Contact Center Software Market would witness market growth of 18.0% CAGR during the forecast period (2018 – 2024). A contact center is a space where all customer conversations across phone, email, chat or social media occur. Rapid technological advancements in the field of Customer Relationship Management (CRM) and integration of machine learning and Artificial Intelligence (AI) to enhance business processes would significantly contribute to the growth of the market. The development of unified communication social media centers, with integrated channels has allowed better customer focus.

Based on the component type, the Contact Center Software market is segmented into Solution and Services. The solution market is further segmented into Computer Telephony Integration & IVRS, Automatic Call Distribution & Dialers, Reporting & Analytics, Workforce Optimization, Security and Others. The Services market is segmented into Professional and Managed Services. Based on the Organization Size, the market is segmented into Small & Medium Enterprises and Large Enterprises. Based on Deployment Type, the market is segmented into Hosted and On-Premise. The verticals covered under the report include BFSI, Government & Public Sector, Healthcare, Manufacturing, Retail & Consumer Goods, Telecom & IT, Media & Entertainment 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., IBM Corporation, Oracle Corporation, NICE Ltd., 8x8, Inc., Aspect Software Parent, Inc., 3Clogic, Avaya, Verizon Communications, Inc., and BT Group

## Contents

### **CHAPTER 1. MARKET SCOPE & METHODOLOGY**

- 1.1 Market Definition
- 1.2 Objectives
- 1.3 Market Scope
- 1.4 Segmentation
  - 1.4.1 LAMEA Contact Center Software Market, by Component Type
  - 1.4.2 LAMEA Contact Center Software Market, by Organization Size
  - 1.4.3 LAMEA Contact Center Software Market, by Deployment Mode
  - 1.4.4 LAMEA Contact Center Software Market, by Vertical
  - 1.4.5 LAMEA Contact Center Software Market, by Country
- 1.5 Methodology for the research

### **CHAPTER 2. MARKET OVERVIEW**

- 2.1 Introduction
  - 2.1.1 Overview
  - 2.1.2 Market Composition and Scenario
  - 2.1.3 Players outlook in the Industry
- 2.2 Factors Impacting the Market
  - 2.2.1 Market Drivers
  - 2.2.2 Market Restraints

### **CHAPTER 3. LAMEA CONTACT CENTER SOFTWARE MARKET**

- 3.1 LAMEA Contact Center Software Market by Type
  - 3.1.1 Overview and Market Scenario
  - 3.1.2 LAMEA Contact Center Software Solution Market by Country
  - 3.1.3 LAMEA Contact Center Software Market by Solution Type
    - 3.1.3.1 Market Overview and Scenario
    - 3.1.3.2 LAMEA Computer Telephony Integration & IVRS Solution Market by Country
    - 3.1.3.3 LAMEA Automatic Call Distribution & Dialers Market by Country
    - 3.1.3.4 LAMEA Reporting & Analytics Market by Country
    - 3.1.3.5 LAMEA Workforce Optimization Market by Country
    - 3.1.3.6 LAMEA Security Market by Country
    - 3.1.3.7 LAMEA Other Solution Market by Country
  - 3.1.4 LAMEA Contact Center Software Services Market by Country

### 3.1.5 LAMEA Contact Center Software Market by Service Type

#### 3.1.5.1 LAMEA Contact Center Software Professional Services Market by Country

#### 3.1.5.2 LAMEA Contact Center Software Managed Services Market by Country

## **CHAPTER 4. LAMEA CONTACT CENTER SOFTWARE MARKET BY ORGANIZATION SIZE**

### 4.1.1 Overview and Market Scenario

### 4.1.2 LAMEA Small & Medium Enterprises Contact Center Software Market by Country

### 4.1.3 LAMEA Large Enterprises Contact Center Software Market by Country

## **CHAPTER 5. LAMEA CONTACT CENTER SOFTWARE MARKET BY DEPLOYMENT TYPE**

### 5.1.1 Overview and Market Scenario

### 5.1.2 LAMEA Hosted Deployment Contact Center Software Market by Country

### 5.1.3 LAMEA On Premise Deployment Contact Center Software Market by Country

## **CHAPTER 6. LAMEA CONTACT CENTER SOFTWARE MARKET BY VERTICAL**

### 6.1.1 Overview and Market Scenario

### 6.1.2 LAMEA Contact Center Software in BFSI Market by Country

### 6.1.3 LAMEA Contact Center Software in Government & Public Sector Market by Country

### 6.1.4 LAMEA Contact Center Software in Healthcare Market by Country

### 6.1.5 LAMEA Contact Center Software in Manufacturing Market by Country

### 6.1.6 LAMEA Contact Center Software in Retail & Consumer Goods Market by Country

### 6.1.7 LAMEA Contact Center Software in Telecom & IT Market by Country

### 6.1.8 LAMEA Contact Center Software in Media & Entertainment Market by Country

### 6.1.9 LAMEA Contact Center Software in Others Market by Country

## **CHAPTER 7. LAMEA CONTACT CENTER SOFTWARE MARKET BY COUNTRY**

### 7.1 Overview and Market Scenario

### 7.2 Brazil Contact Center Software Market

#### 7.2.1 Brazil Contact Center Software Market by Type

##### 7.2.1.1 Brazil Contact Center Software Market by Solution Type

- 7.2.1.2 Brazil Contact Center Software Market by Services Type
- 7.2.2 Brazil Contact Center Software Market by Organization Size
- 7.2.3 Brazil Contact Center Software Market by Deployment Type
- 7.2.4 Brazil Contact Center Software Market by Vertical
- 7.3 Argentina Contact Center Software Market
  - 7.3.1 Argentina Contact Center Software Market by Type
    - 7.3.1.1 Argentina Contact Center Software Market by Solution Type
    - 7.3.1.2 Argentina Contact Center Software Market by Services Type
  - 7.3.2 Argentina Contact Center Software Market by Organization Size
  - 7.3.3 Argentina Contact Center Software Market by Deployment Type
  - 7.3.4 Argentina Contact Center Software Market by Vertical
- 7.4 UAE Contact Center Software Market
  - 7.4.1 UAE Contact Center Software Market by Type
    - 7.4.1.1 UAE Contact Center Software Market by Solution Type
    - 7.4.1.2 UAE Contact Center Software Market by Services Type
  - 7.4.2 UAE Contact Center Software Market by Organization Size
  - 7.4.3 UAE Contact Center Software Market by Deployment Type
  - 7.4.4 UAE Contact Center Software Market by Vertical
- 7.5 Saudi Arabia Contact Center Software Market
  - 7.5.1 Saudi Arabia Contact Center Software Market by Type
    - 7.5.1.1 Saudi Arabia Contact Center Software Market by Solution Type
    - 7.5.1.2 Saudi Arabia Contact Center Software Market by Services Type
  - 7.5.2 Saudi Arabia Contact Center Software Market by Organization Size
  - 7.5.3 Saudi Arabia Contact Center Software Market by Deployment Type
  - 7.5.4 Saudi Arabia Contact Center Software Market by Vertical
- 7.6 South Africa Contact Center Software Market
  - 7.6.1 South Africa Contact Center Software Market by Type
    - 7.6.1.1 South Africa Contact Center Software Market by Solution Type
    - 7.6.1.2 South Africa Contact Center Software Market by Services Type
  - 7.6.2 South Africa Contact Center Software Market by Organization Size
  - 7.6.3 South Africa Contact Center Software Market by Deployment Type
  - 7.6.4 South Africa Contact Center Software Market by Vertical
- 7.7 Nigeria Contact Center Software Market
  - 7.7.1 Nigeria Contact Center Software Market by Type
    - 7.7.1.1 Nigeria Contact Center Software Market by Solution Type
    - 7.7.1.2 Nigeria Contact Center Software Market by Services Type
  - 7.7.2 Nigeria Contact Center Software Market by Organization Size
  - 7.7.3 Nigeria Contact Center Software Market by Deployment Type
  - 7.7.4 Nigeria Contact Center Software Market by Vertical

## 7.8 Rest of LAMEA Contact Center Software Market

### 7.8.1 Rest of LAMEA Contact Center Software Market by Type

#### 7.8.1.1 Rest of LAMEA Contact Center Software Market by Solution Type

#### 7.8.1.2 Rest of LAMEA Contact Center Software Market by Services Type

### 7.8.2 Rest of LAMEA Contact Center Software Market by Organization Size

### 7.8.3 Rest of LAMEA Contact Center Software Market by Deployment Type

### 7.8.4 Rest of LAMEA Contact Center Software Market by Vertical

## **CHAPTER 8. COMPETITIVE STUDY**

### 8.1 KBV Cardinal Matrix

### 8.2 Recent Industry Wide Strategic Developments

#### 8.2.1 Partnerships, Collaborations and Agreements

#### 8.2.2 Product Launches

#### 8.2.3 Mergers & Acquisitions

## **CHAPTER 9. COMPANY PROFILES**

### 9.1 Cisco Systems, Inc.

#### 9.1.1 Company Overview

#### 9.1.2 Financial Analysis

#### 9.1.3 Segmental and Regional Analysis

#### 9.1.4 Research & Development Expense

#### 9.1.5 Strategies at a Glance

##### 9.1.5.1 Mergers & Acquisitions

##### 9.1.5.2 Partnerships, Collaborations, and Agreements

##### 9.1.5.3 Product Launch

### 9.2 IBM Corporation

#### 9.2.1 Company Overview

#### 9.2.2 Financial Analysis

#### 9.2.3 Segmental and Regional Analysis

#### 9.2.4 Research & Development Expense

### 9.3 Oracle Corporation

#### 9.3.1 Company Overview

#### 9.3.2 Financial Analysis

#### 9.3.3 Segmental and Regional Analysis

#### 9.3.4 Research & Development Expense

### 9.4 NICE Ltd.

#### 9.4.1 Company Overview

- 9.4.2 Financial Analysis
- 9.4.3 Segmental and Regional Analysis
- 9.4.4 Research & Development Expense
- 9.4.5 Strategies at a Glance
  - 9.4.5.1 Product Launch
- 9.5 8x8, Inc.
  - 9.5.1 Company Overview
  - 9.5.2 Financial Analysis
  - 9.5.3 Regional Analysis
  - 9.5.4 Research & Development Expense
  - 9.5.5 Strategies at a Glance
    - 9.5.5.1 Product Launch
    - 9.5.5.2 Partnerships, Collaborations, and Agreements
- 9.6 Aspect Software Parent, Inc.
  - 9.6.1 Company Overview
  - 9.6.2 Strategies at a Glance
    - 9.6.2.1 Partnerships, Collaborations, and Agreements
    - 9.6.2.2 Product Launch
- 9.7 3Clogic
  - 9.7.1 Company Overview
  - 9.7.2 Strategies at a Glance
    - 9.7.2.1 Partnerships, Collaborations, and Agreements
    - 9.7.2.2 Product Launch
- 9.8 Avaya
  - 9.8.1 Company Overview
  - 9.8.2 Financial Analysis
  - 9.8.3 Segmental and Regional Analysis
  - 9.8.4 Research & Development Expense
- 9.9 Verizon Communications, Inc.
  - 9.9.1 Company Overview
  - 9.9.2 Financial Analysis
  - 9.9.3 Segmental and Regional Analysis
- 9.1 BT Group
  - 9.10.1 Company Overview
  - 9.10.2 Financial Analysis
  - 9.10.3 Segmental and Regional Analysis
  - 9.10.4 Research & Development Expense

## List Of Tables

### LIST OF TABLES

Table 1 LAMEA CONTACT CENTER SOFTWARE MARKET, 2014 - 2017, USD MILLION

Table 2 LAMEA CONTACT CENTER SOFTWARE MARKET, 2018 - 2024, USD MILLION

Table 3 LAMEA CONTACT CENTER SOFTWARE MARKET BY TYPE, 2014 - 2017, USD MILLION

Table 4 LAMEA CONTACT CENTER SOFTWARE MARKET BY TYPE, 2018 - 2024, USD MILLION

Table 5 LAMEA CONTACT CENTER SOFTWARE SOLUTION MARKET BY COUNTRY, 2014 - 2017, USD MILLION

Table 6 LAMEA CONTACT CENTER SOFTWARE SOLUTION MARKET BY COUNTRY, 2018 - 2024, USD MILLION

Table 7 LAMEA CONTACT CENTER SOFTWARE MARKET BY SOLUTION TYPE, 2014 - 2017, USD MILLION

Table 8 LAMEA CONTACT CENTER SOFTWARE MARKET BY SOLUTION TYPE, 2018 - 2024, USD MILLION

Table 9 LAMEA COMPUTER TELEPHONY INTEGRATION & IVRS SOLUTION MARKET BY COUNTRY, 2014 - 2017, USD MILLION

Table 10 LAMEA COMPUTER TELEPHONY INTEGRATION & IVRS SOLUTION MARKET BY COUNTRY, 2018 - 2024, USD MILLION

Table 11 LAMEA AUTOMATIC CALL DISTRIBUTION & DIALERS MARKET BY COUNTRY, 2014 - 2017, USD MILLION

Table 12 LAMEA AUTOMATIC CALL DISTRIBUTION & DIALERS MARKET BY COUNTRY, 2018 - 2024, USD MILLION

Table 13 LAMEA REPORTING & ANALYTICS MARKET BY COUNTRY, 2014 - 2017, USD MILLION

Table 14 LAMEA REPORTING & ANALYTICS MARKET BY COUNTRY, 2018 - 2024, USD MILLION

Table 15 LAMEA WORKFORCE OPTIMIZATION MARKET BY COUNTRY, 2014 - 2017, USD MILLION

Table 16 LAMEA WORKFORCE OPTIMIZATION MARKET BY COUNTRY, 2018 - 2024, USD MILLION

Table 17 LAMEA SECURITY MARKET BY COUNTRY, 2014 - 2017, USD MILLION

Table 18 LAMEA SECURITY MARKET BY COUNTRY, 2018 - 2024, USD MILLION

Table 19 LAMEA OTHER SOLUTION MARKET BY COUNTRY, 2014 - 2017, USD

MILLION

Table 20 LAMEA OTHER SOLUTION MARKET BY COUNTRY, 2018 - 2024, USD MILLION

Table 21 LAMEA CONTACT CENTER SOFTWARE SERVICES MARKET BY COUNTRY, 2014 - 2017, USD MILLION

Table 22 LAMEA CONTACT CENTER SOFTWARE SERVICES MARKET BY COUNTRY, 2018 - 2024, USD MILLION

Table 23 LAMEA CONTACT CENTER SOFTWARE MARKET BY SERVICE TYPE, 2014 - 2017, USD MILLION

Table 24 LAMEA CONTACT CENTER SOFTWARE MARKET BY SERVICE TYPE, 2018 - 2024, USD MILLION

Table 25 LAMEA CONTACT CENTER SOFTWARE PROFESSIONAL SERVICES MARKET BY COUNTRY, 2014 - 2017, USD MILLION

Table 26 LAMEA CONTACT CENTER SOFTWARE PROFESSIONAL SERVICES MARKET BY COUNTRY, 2018 - 2024, USD MILLION

Table 27 LAMEA CONTACT CENTER SOFTWARE MANAGED SERVICES MARKET BY COUNTRY, 2014 - 2017, USD MILLION

Table 28 LAMEA CONTACT CENTER SOFTWARE MANAGED SERVICES MARKET BY COUNTRY, 2018 - 2024, USD MILLION

Table 29 LAMEA CONTACT CENTER SOFTWARE MARKET BY ORGANIZATION SIZE, 2014 - 2017, USD MILLION

Table 30 LAMEA CONTACT CENTER SOFTWARE MARKET BY ORGANIZATION SIZE, 2018 - 2024, USD MILLION

Table 31 LAMEA SMALL & MEDIUM ENTERPRISES CONTACT CENTER SOFTWARE MARKET BY COUNTRY, 2014 - 2017, USD MILLION

Table 32 LAMEA SMALL & MEDIUM ENTERPRISES CONTACT CENTER SOFTWARE MARKET BY COUNTRY, 2018 - 2024, USD MILLION

Table 33 LAMEA LARGE ENTERPRISES CONTACT CENTER SOFTWARE MARKET BY COUNTRY, 2014 - 2017, USD MILLION

Table 34 LAMEA LARGE ENTERPRISES CONTACT CENTER SOFTWARE MARKET BY COUNTRY, 2018 - 2024, USD MILLION

Table 35 LAMEA CONTACT CENTER SOFTWARE MARKET BY DEPLOYMENT TYPE, 2014 - 2017, USD MILLION

Table 36 LAMEA CONTACT CENTER SOFTWARE MARKET BY DEPLOYMENT TYPE, 2018 - 2024, USD MILLION

Table 37 LAMEA HOSTED DEPLOYMENT CONTACT CENTER SOFTWARE MARKET BY COUNTRY, 2014 - 2017, USD MILLION

Table 38 LAMEA HOSTED DEPLOYMENT CONTACT CENTER SOFTWARE MARKET BY COUNTRY, 2018 - 2024, USD MILLION



Table 39 LAMEA ON PREMISE DEPLOYMENT CONTACT CENTER SOFTWARE MARKET BY COUNTRY, 2014 - 2017, USD MILLION

Table 40 LAMEA ON PREMISE DEPLOYMENT CONTACT CENTER SOFTWARE MARKET BY COUNTRY, 2018 - 2024, USD MILLION

Table 41 LAMEA CONTACT CENTER SOFTWARE MARKET BY VERTICAL, 2014 - 2017, USD MILLION

Table 42 LAMEA CONTACT CENTER SOFTWARE MARKET BY VERTICAL, 2018 - 2024, USD MILLION

Table 43 LAMEA CONTACT CENTER SOFTWARE IN BFSI MARKET BY COUNTRY, 2014 - 2017, USD MILLION

Table 44 LAMEA CONTACT CENTER SOFTWARE IN BFSI MARKET BY COUNTRY, 2018 - 2024, USD MILLION

Table 45 LAMEA CONTACT CENTER SOFTWARE IN GOVERNMENT & PUBLIC SECTOR MARKET BY COUNTRY, 2014 - 2017, USD MILLION

Table 46 LAMEA CONTACT CENTER SOFTWARE IN GOVERNMENT & PUBLIC SECTOR MARKET BY COUNTRY, 2018 - 2024, USD MILLION

Table 47 LAMEA CONTACT CENTER SOFTWARE IN HEALTHCARE MARKET BY COUNTRY, 2014 - 2017, USD MILLION

Table 48 LAMEA CONTACT CENTER SOFTWARE IN HEALTHCARE MARKET BY COUNTRY, 2018 - 2024, USD MILLION

Table 49 LAMEA CONTACT CENTER SOFTWARE IN MANUFACTURING MARKET BY COUNTRY, 2014 - 2017, USD MILLION

Table 50 LAMEA CONTACT CENTER SOFTWARE IN MANUFACTURING MARKET BY COUNTRY, 2018 - 2024, USD MILLION

Table 51 LAMEA CONTACT CENTER SOFTWARE IN RETAIL & CONSUMER GOODS MARKET BY COUNTRY, 2014 - 2017, USD MILLION

Table 52 LAMEA CONTACT CENTER SOFTWARE IN RETAIL & CONSUMER GOODS MARKET BY COUNTRY, 2018 - 2024, USD MILLION

Table 53 LAMEA CONTACT CENTER SOFTWARE IN TELECOM & IT MARKET BY COUNTRY, 2014 - 2017, USD MILLION

Table 54 LAMEA CONTACT CENTER SOFTWARE IN TELECOM & IT MARKET BY COUNTRY, 2018 - 2024, USD MILLION

Table 55 LAMEA CONTACT CENTER SOFTWARE IN MEDIA & ENTERTAINMENT MARKET BY COUNTRY, 2014 - 2017, USD MILLION

Table 56 LAMEA CONTACT CENTER SOFTWARE IN MEDIA & ENTERTAINMENT MARKET BY COUNTRY, 2018 - 2024, USD MILLION

Table 57 LAMEA CONTACT CENTER SOFTWARE IN OTHERS MARKET BY COUNTRY, 2014 - 2017, USD MILLION

Table 58 LAMEA CONTACT CENTER SOFTWARE IN OTHERS MARKET BY

COUNTRY, 2018 - 2024, USD MILLION

Table 59 LAMEA CONTACT CENTER SOFTWARE MARKET, 2014 - 2017, USD MILLION

Table 60 LAMEA CONTACT CENTER SOFTWARE MARKET, 2018 - 2024, USD MILLION

Table 61 LAMEA CONTACT CENTER SOFTWARE MARKET BY COUNTRY, 2014 - 2017, USD MILLION

Table 62 LAMEA CONTACT CENTER SOFTWARE MARKET BY COUNTRY, 2018 - 2024, USD MILLION

Table 63 BRAZIL CONTACT CENTER SOFTWARE MARKET, 2014 - 2017, USD MILLION

Table 64 BRAZIL CONTACT CENTER SOFTWARE MARKET, 2018 - 2024, USD MILLION

Table 65 BRAZIL CONTACT CENTER SOFTWARE MARKET BY TYPE, 2014 - 2017, USD MILLION

Table 66 BRAZIL CONTACT CENTER SOFTWARE MARKET BY TYPE, 2018 - 2024, USD MILLION

Table 67 BRAZIL CONTACT CENTER SOFTWARE MARKET BY SOLUTION TYPE, 2014 - 2017, USD MILLION

Table 68 BRAZIL CONTACT CENTER SOFTWARE MARKET BY SOLUTION TYPE, 2018 - 2024, USD MILLION

Table 69 BRAZIL CONTACT CENTER SOFTWARE MARKET BY SERVICES TYPE, 2014 - 2017, USD MILLION

Table 70 BRAZIL CONTACT CENTER SOFTWARE MARKET BY SERVICES TYPE, 2018 - 2024, USD MILLION

Table 71 BRAZIL CONTACT CENTER SOFTWARE MARKET BY ORGANIZATION SIZE, 2014 - 2017, USD MILLION

Table 72 BRAZIL CONTACT CENTER SOFTWARE MARKET BY ORGANIZATION SIZE, 2018 - 2024, USD MILLION

Table 73 BRAZIL CONTACT CENTER SOFTWARE MARKET BY DEPLOYMENT TYPE, 2014 - 2017, USD MILLION

Table 74 BRAZIL CONTACT CENTER SOFTWARE MARKET BY DEPLOYMENT TYPE, 2018 - 2024, USD MILLION

Table 75 BRAZIL CONTACT CENTER SOFTWARE MARKET BY VERTICAL, 2014 - 2017, USD MILLION

Table 76 BRAZIL CONTACT CENTER SOFTWARE MARKET BY VERTICAL, 2018 - 2024, USD MILLION

Table 77 ARGENTINA CONTACT CENTER SOFTWARE MARKET, 2014 - 2017, USD MILLION

Table 78 ARGENTINA CONTACT CENTER SOFTWARE MARKET, 2018 - 2024, USD MILLION

Table 79 ARGENTINA CONTACT CENTER SOFTWARE MARKET BY TYPE, 2014 - 2017, USD MILLION

Table 80 ARGENTINA CONTACT CENTER SOFTWARE MARKET BY TYPE, 2018 - 2024, USD MILLION

Table 81 ARGENTINA CONTACT CENTER SOFTWARE MARKET BY SOLUTION TYPE, 2014 - 2017, USD MILLION

Table 82 ARGENTINA CONTACT CENTER SOFTWARE MARKET BY SOLUTION TYPE, 2018 - 2024, USD MILLION

Table 83 ARGENTINA CONTACT CENTER SOFTWARE MARKET BY SERVICES TYPE, 2014 - 2017, USD MILLION

Table 84 ARGENTINA CONTACT CENTER SOFTWARE MARKET BY SERVICES TYPE, 2018 - 2024, USD MILLION

Table 85 ARGENTINA CONTACT CENTER SOFTWARE MARKET BY ORGANIZATION SIZE, 2014 - 2017, USD MILLION

Table 86 ARGENTINA CONTACT CENTER SOFTWARE MARKET BY ORGANIZATION SIZE, 2018 - 2024, USD MILLION

Table 87 ARGENTINA CONTACT CENTER SOFTWARE MARKET BY DEPLOYMENT TYPE, 2014 - 2017, USD MILLION

Table 88 ARGENTINA CONTACT CENTER SOFTWARE MARKET BY DEPLOYMENT TYPE, 2018 - 2024, USD MILLION

Table 89 ARGENTINA CONTACT CENTER SOFTWARE MARKET BY VERTICAL, 2014 - 2017, USD MILLION

Table 90 ARGENTINA CONTACT CENTER SOFTWARE MARKET BY VERTICAL, 2018 - 2024, USD MILLION

Table 91 UAE CONTACT CENTER SOFTWARE MARKET, 2014 - 2017, USD MILLION

Table 92 UAE CONTACT CENTER SOFTWARE MARKET, 2018 - 2024, USD MILLION

Table 93 UAE CONTACT CENTER SOFTWARE MARKET BY TYPE, 2014 - 2017, USD MILLION

Table 94 UAE CONTACT CENTER SOFTWARE MARKET BY TYPE, 2018 - 2024, USD MILLION

Table 95 UAE CONTACT CENTER SOFTWARE MARKET BY SOLUTION TYPE, 2014 - 2017, USD MILLION

Table 96 UAE CONTACT CENTER SOFTWARE MARKET BY SOLUTION TYPE, 2018 - 2024, USD MILLION

Table 97 UAE CONTACT CENTER SOFTWARE MARKET BY SERVICES TYPE, 2014 - 2017, USD MILLION

Table 98 UAE CONTACT CENTER SOFTWARE MARKET BY SERVICES TYPE, 2018 - 2024, USD MILLION

- 2024, USD MILLION

Table 99 UAE CONTACT CENTER SOFTWARE MARKET BY ORGANIZATION SIZE, 2014 - 2017, USD MILLION

Table 100 UAE CONTACT CENTER SOFTWARE MARKET BY ORGANIZATION SIZE, 2018 - 2024, USD MILLION

Table 101 UAE CONTACT CENTER SOFTWARE MARKET BY DEPLOYMENT TYPE, 2014 - 2017, USD MILLION

Table 102 UAE CONTACT CENTER SOFTWARE MARKET BY DEPLOYMENT TYPE, 2018 - 2024, USD MILLION

Table 103 UAE CONTACT CENTER SOFTWARE MARKET BY VERTICAL, 2014 - 2017, USD MILLION

Table 104 UAE CONTACT CENTER SOFTWARE MARKET BY VERTICAL, 2018 - 2024, USD MILLION

Table 105 SAUDI ARABIA CONTACT CENTER SOFTWARE MARKET, 2014 - 2017, USD MILLION

Table 106 SAUDI ARABIA CONTACT CENTER SOFTWARE MARKET, 2018 - 2024, USD MILLION

Table 107 SAUDI ARABIA CONTACT CENTER SOFTWARE MARKET BY TYPE, 2014 - 2017, USD MILLION

Table 108 SAUDI ARABIA CONTACT CENTER SOFTWARE MARKET BY TYPE, 2018 - 2024, USD MILLION

Table 109 SAUDI ARABIA CONTACT CENTER SOFTWARE MARKET BY SOLUTION TYPE, 2014 - 2017, USD MILLION

Table 110 SAUDI ARABIA CONTACT CENTER SOFTWARE MARKET BY SOLUTION TYPE, 2018 - 2024, USD MILLION

Table 111 SAUDI ARABIA CONTACT CENTER SOFTWARE MARKET BY SERVICES TYPE, 2014 - 2017, USD MILLION

Table 112 SAUDI ARABIA CONTACT CENTER SOFTWARE MARKET BY SERVICES TYPE, 2018 - 2024, USD MILLION

Table 113 SAUDI ARABIA CONTACT CENTER SOFTWARE MARKET BY ORGANIZATION SIZE, 2014 - 2017, USD MILLION

Table 114 SAUDI ARABIA CONTACT CENTER SOFTWARE MARKET BY ORGANIZATION SIZE, 2018 - 2024, USD MILLION

Table 115 SAUDI ARABIA CONTACT CENTER SOFTWARE MARKET BY DEPLOYMENT TYPE, 2014 - 2017, USD MILLION

Table 116 SAUDI ARABIA CONTACT CENTER SOFTWARE MARKET BY DEPLOYMENT TYPE, 2018 - 2024, USD MILLION

Table 117 SAUDI ARABIA CONTACT CENTER SOFTWARE MARKET BY VERTICAL, 2014 - 2017, USD MILLION

Table 118 SAUDI ARABIA CONTACT CENTER SOFTWARE MARKET BY VERTICAL, 2018 - 2024, USD MILLION

Table 119 SOUTH AFRICA CONTACT CENTER SOFTWARE MARKET, 2014 - 2017, USD MILLION

Table 120 SOUTH AFRICA CONTACT CENTER SOFTWARE MARKET, 2018 - 2024, USD MILLION

Table 121 SOUTH AFRICA CONTACT CENTER SOFTWARE MARKET BY TYPE, 2014 - 2017, USD MILLION

Table 122 SOUTH AFRICA CONTACT CENTER SOFTWARE MARKET BY TYPE, 2018 - 2024, USD MILLION

Table 123 SOUTH AFRICA CONTACT CENTER SOFTWARE MARKET BY SOLUTION TYPE, 2014 - 2017, USD MILLION

Table 124 SOUTH AFRICA CONTACT CENTER SOFTWARE MARKET BY SOLUTION TYPE, 2018 - 2024, USD MILLION

Table 125 SOUTH AFRICA CONTACT CENTER SOFTWARE MARKET BY SERVICES TYPE, 2014 - 2017, USD MILLION

Table 126 SOUTH AFRICA CONTACT CENTER SOFTWARE MARKET BY SERVICES TYPE, 2018 - 2024, USD MILLION

Table 127 SOUTH AFRICA CONTACT CENTER SOFTWARE MARKET BY ORGANIZATION SIZE, 2014 - 2017, USD MILLION

Table 128 SOUTH AFRICA CONTACT CENTER SOFTWARE MARKET BY ORGANIZATION SIZE, 2018 - 2024, USD MILLION

Table 129 SOUTH AFRICA CONTACT CENTER SOFTWARE MARKET BY DEPLOYMENT TYPE, 2014 - 2017, USD MILLION

Table 130 SOUTH AFRICA CONTACT CENTER SOFTWARE MARKET BY DEPLOYMENT TYPE, 2018 - 2024, USD MILLION

Table 131 SOUTH AFRICA CONTACT CENTER SOFTWARE MARKET BY VERTICAL, 2014 - 2017, USD MILLION

Table 132 SOUTH AFRICA CONTACT CENTER SOFTWARE MARKET BY VERTICAL, 2018 - 2024, USD MILLION

Table 133 NIGERIA CONTACT CENTER SOFTWARE MARKET, 2014 - 2017, USD MILLION

Table 134 NIGERIA CONTACT CENTER SOFTWARE MARKET, 2018 - 2024, USD MILLION

Table 135 NIGERIA CONTACT CENTER SOFTWARE MARKET BY TYPE, 2014 - 2017, USD MILLION

Table 136 NIGERIA CONTACT CENTER SOFTWARE MARKET BY TYPE, 2018 - 2024, USD MILLION

Table 137 NIGERIA CONTACT CENTER SOFTWARE MARKET BY SOLUTION TYPE,

2014 - 2017, USD MILLION

Table 138 NIGERIA CONTACT CENTER SOFTWARE MARKET BY SOLUTION TYPE, 2018 - 2024, USD MILLION

Table 139 NIGERIA CONTACT CENTER SOFTWARE MARKET BY SERVICES TYPE, 2014 - 2017, USD MILLION

Table 140 NIGERIA CONTACT CENTER SOFTWARE MARKET BY SERVICES TYPE, 2018 - 2024, USD MILLION

Table 141 NIGERIA CONTACT CENTER SOFTWARE MARKET BY ORGANIZATION SIZE, 2014 - 2017, USD MILLION

Table 142 NIGERIA CONTACT CENTER SOFTWARE MARKET BY ORGANIZATION SIZE, 2018 - 2024, USD MILLION

Table 143 NIGERIA CONTACT CENTER SOFTWARE MARKET BY DEPLOYMENT TYPE, 2014 - 2017, USD MILLION

Table 144 NIGERIA CONTACT CENTER SOFTWARE MARKET BY DEPLOYMENT TYPE, 2018 - 2024, USD MILLION

Table 145 NIGERIA CONTACT CENTER SOFTWARE MARKET BY VERTICAL, 2014 - 2017, USD MILLION

Table 146 NIGERIA CONTACT CENTER SOFTWARE MARKET BY VERTICAL, 2018 - 2024, USD MILLION

Table 147 REST OF LAMEA CONTACT CENTER SOFTWARE MARKET, 2014 - 2017, USD MILLION

Table 148 REST OF LAMEA CONTACT CENTER SOFTWARE MARKET, 2018 - 2024, USD MILLION

Table 149 REST OF LAMEA CONTACT CENTER SOFTWARE MARKET BY TYPE, 2014 - 2017, USD MILLION

Table 150 REST OF LAMEA CONTACT CENTER SOFTWARE MARKET BY TYPE, 2018 - 2024, USD MILLION

Table 151 REST OF LAMEA CONTACT CENTER SOFTWARE MARKET BY SOLUTION TYPE, 2014 - 2017, USD MILLION

Table 152 REST OF LAMEA CONTACT CENTER SOFTWARE MARKET BY SOLUTION TYPE, 2018 - 2024, USD MILLION

Table 153 REST OF LAMEA CONTACT CENTER SOFTWARE MARKET BY SERVICES TYPE, 2014 - 2017, USD MILLION

Table 154 REST OF LAMEA CONTACT CENTER SOFTWARE MARKET BY SERVICES TYPE, 2018 - 2024, USD MILLION

Table 155 REST OF LAMEA CONTACT CENTER SOFTWARE MARKET BY ORGANIZATION SIZE, 2014 - 2017, USD MILLION

Table 156 REST OF LAMEA CONTACT CENTER SOFTWARE MARKET BY ORGANIZATION SIZE, 2018 - 2024, USD MILLION

Table 157 REST OF LAMEA CONTACT CENTER SOFTWARE MARKET BY DEPLOYMENT TYPE, 2014 - 2017, USD MILLION

Table 158 REST OF LAMEA CONTACT CENTER SOFTWARE MARKET BY DEPLOYMENT TYPE, 2018 - 2024, USD MILLION

Table 159 REST OF LAMEA CONTACT CENTER SOFTWARE MARKET BY VERTICAL, 2014 - 2017, USD MILLION

Table 160 REST OF LAMEA CONTACT CENTER SOFTWARE MARKET BY VERTICAL, 2018 - 2024, USD MILLION

Table 161 PARTNERSHIPS, COLLABORATIONS AND AGREEMENTS– CLOUD-BASED CONTACT CENTER MARKET

Table 162 PRODUCT LAUNCHES – CLOUD-BASED CONTACT CENTER MARKET

Table 163 KEY INFORMATION – CISCO SYSTEMS, INC.

Table 164 KEY INFORMATION – IBM CORPORATION

Table 165 KEY INFORMATION – ORACLE CORPORATION

Table 166 KEY INFORMATION – NICE LTD.

Table 167 KEY INFORMATION – 8X8, INC.

Table 168 KEY INFORMATION – ASPECT SOFTWARE PARENT, INC.

Table 169 KEY INFORMATION – 3CLOGIC

Table 170 KEY INFORMATION – AVAYA

Table 171 KEY INFORMATION - VERIZON COMMUNICATIONS, INC.

Table 172 KEY INFORMATION - BT GROUP

## List Of Figures

### LIST OF FIGURES

Fig 1 LAMEA CONTACT CENTER SOFTWARE MARKET BY TYPE, 2014 - 2024

Fig 2 LAMEA CONTACT CENTER SOFTWARE MARKET BY SOLUTION TYPE, 2014 – 2024

Fig 3 LAMEA CONTACT CENTER SOFTWARE MARKET BY ORGANIZATION SIZE, 2014 - 2024

Fig 4 LAMEA CONTACT CENTER SOFTWARE MARKET BY DEPLOYMENT TYPE, 2014 – 2024

Fig 5 LAMEA CONTACT CENTER SOFTWARE MARKET BY VERTICAL, 2014 - 2024

Fig 6 LAMEA CONTACT CENTER SOFTWARE MARKET BY TYPE, 2014 - 2024

Fig 7 KBV CARDINAL MATRIX



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