

# LAMEA Speech Analytics Market Analysis (2017-2023)

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## Abstracts

The Latin America, Middle East and Africa Speech Analytics Market would witness market growth of 21% CAGR during the forecast period (2017 – 2023). Speech analytics is used in identifying patterns and trends from the historical and real-time customer data and devise retention strategies and as a result, limit customer churning. This would help companies to enhance customer experience. Interest in developing technology dealing in transcription and analysis of customer and organizational media has been quite prevalent, and it is geared towards building a support system to make informed decisions with the help of text and speech intelligence.

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 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 Speech Analytics Market. Key companies profiled in the report include Verint Systems, NICE Ltd., CallMiner, Avaya, Hewlett Packard Enterprise (HPE) Company, VOXI Technologies, Zoom International, Clarabridge, Almawave, and Calabrio, Inc.

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