

North America 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 North America Contact Center Intelligence Market would witness market growth of 21.7% CAGR during the forecast period (2020-2026).

Artificial intelligence (AI) takes the wise routing the ACD performs and makes it considerably more intelligent. Presently contact centers can route requests dependent on extra criteria, for example, the personality of the customer and data gathered from past contacts. Coordinating a customer with the perfect agent at the perfect time can do a ton to improve the experience of the customer. It can likewise upgrade the analysis and provide business pioneers with data they can act upon. For instance, by utilizing AI-controlled analysis; organizations can analyze the behavior of the customer, recognize ones who are in danger of churning, and connect with them with a convincing, customized offer. Although it's in its beginning phases, Artificial intelligence (AI) shows guarantee in the contact center. Forward-thinking organizations are now thinking about how to fuse AI into their administration models.

Enterprises have understood that incorporating the enormous volumes of information

being created on a single channel proficiently can improve representative efficiency, upgrade client experience, and lessen average call time per customer. Omnichannel arrangements can especially permit agents to switch across numerous channels to get to similar contextual information. The solid emphasis enterprises are putting on actualizing omnichannel solutions to improve the experience of customers is foreseen to drive the development of the market over the forecast period.

Various Small and Medium Enterprises (SMEs) all over the world are looking ahead to AI-enabled answers for giving more versatile, interactive, and adaptable answers to cater to changing client needs. Automated chat platforms can especially permit SMEs to scale their client engagement platforms and free up operators for taking care of more critical customer interaction. These platforms can likewise help in deciding buying trends, understanding client needs, and extending the scope of services to offer pertinent offers and rewards.

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 U.S., Mexico, Canada, and Rest of North America.

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

US

Canada

Mexico

Rest of North America

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

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Highest number of market tables and figures

Subscription based model available

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