

North America Contact Center Software Market Analysis (2018-2024)

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Abstracts

The North America Contact Center Software Market would witness market growth of 12.6% CAGR during the forecast period (2018 – 2024). Customer collaboration software has made better interaction with existing and potential customers. The technology helps in building long-term relationships with customers and also upgrades product quality through customer feedback. Extensive usage of IVRs and self-service portals to address queries and issues has changed the business process automation technology. Prior to the advent of cloud-based solutions, on-premise solution was the most preferred option. Better and affordable internet connections would contribute to the growth of hosted deployment of contact center solutions.

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 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., IBM Corporation, Oracle Corporation, NICE Ltd., 8x8, Inc., Aspect Software Parent, Inc., 3Clogic, Avaya, Verizon Communications, Inc., and BT Group

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