

2017-2022 North America Contact Center Market Report

https://marketpublishers.com/r/2E53B7017FFEN.html

Date: November 2017

Pages: 110

Price: US\$ 4,660.00 (Single User License)

ID: 2E53B7017FFEN

Abstracts

The report requires updating with new data and is sent in 48 hours after order is placed.

In 2016, the North America Contact Center market size was xx million USD and it will reach xx million USD in 2022, with a CAGR of xx% between 2016 and 2022.

This report studies Contact Center in North America market, especially in United States, Canada and Mexico, focuses on the top players in each country, covering

Teleperformance
Convergys (Stream)
Sykes Enterprises Inc.
Transcom
Atento
Arvato
West Corporation
Acticall (Sitel)
TeleTech Holdings Inc.



Comdata Group Serco Concentrix Market Segment by Countries, this report splits North America into several key Countries, with sales, revenue, market share of top players in these Countries, from 2012 to 2017 (forecast), like **United States** Canada Mexico Split by Product Types, with sales, revenue, price, market share of each type, can be divided into Type 1 Type 2 Split by applications, this report focuses on sales, market share and growth rate of Contact Center in each application, can be divided into Telecommunication Banking, Financial Services and Insurance (BFSI) Government and Public Sector Healthcare and Life Sciences

Retail and Consumer Goods



Others



Contents

1 CONTACT CENTER MARKET OVERVIEW

- 1.1 Product Overview and Scope of Contact Center
- 1.2 Contact Center Segment by Types
 - 1.2.1 North America Sales Market Share of Contact Center by Types in 2016
 - 1.2.2 Type
 - 1.2.2.1 Major Players of Type
 - 1.2.3 Type
 - 1.2.3.1 Major Players of Type
- 1.3 Contact Center Segment by Applications
 - 1.3.1 Contact Center Sales Market Share by Applications in 2016
 - 1.3.2 Telecommunication
 - 1.3.3 Banking, Financial Services and Insurance (BFSI)
 - 1.3.4 Government and Public Sector
 - 1.3.5 Healthcare and Life Sciences
 - 1.3.6 Retail and Consumer Goods
 - 1.3.7 Others
- 1.4 Contact Center Market by Countries
 - 1.4.1 United States Status and Prospect (2012-2022)
 - 1.4.2 Canada Status and Prospect (2012-2022)
 - 1.4.3 Mexico Status and Prospect (2012-2022)
- 1.5 North America Contact Center Overview and Market Size (Value) (2012-2022)
- 1.5.1 North America Market Contact Center Overview
- 1.5.2 North America Market Contact Center Revenue (Million USD) and Growth Rate (2012-2022)

2 NORTH AMERICA CONTACT CENTER SALES, REVENUE (VALUE) AND MARKET SHARE BY PLAYERS

- 2.1 North America Contact Center Sales and Market Share in 2016 and 2017 by Players
- 2.2 North America Contact Center Revenue and Market Share by Players in 2016 and 2017
- 2.3 North America Contact Center Average Price by Players in 2016 and 2017
- 2.4 North America Contact Center Manufacturing Base Distribution, Sales Area, Product Types by Players
- 2.5 Contact Center Market Competitive Situation and Trends



- 2.5.1 Contact Center Market Concentration Rate
- 2.5.2 Contact Center Market Share of Top 3 and Top 5 Players
- 2.5.3 Mergers & Acquisitions, Expansion

3 NORTH AMERICA CONTACT CENTER SALES, REVENUE (VALUE) BY COUNTRIES, TYPE AND APPLICATION (2012-2017)

- 3.1 North America Contact Center Sales, Revenue and Market Share by Countries (2012-2017)
- 3.1.1 North America Contact Center Sales and Market Share by Countries (2012-2017)
- 3.1.2 North America Contact Center Revenue and Market Share by Countries (2012-2017)
 - 3.1.3 North America Contact Center Price by Countries (2012-2017)
- 3.2 North America Contact Center Sales, Revenue, Market Share and Price by Type (2012-2017)
- 3.2.1 North America Contact Center Sales and Market Share by Type (2012-2017)
- 3.2.2 North America Contact Center Revenue and Market Share by Type (2012-2017)
- 3.2.3 North America Contact Center Price by Type (2012-2017)
- 3.3 North America Contact Center Sales and Market Share by Application (2012-2017)
- 3.4 North America Market Contact Center Sales, Revenue, Price and Gross Margin (2012-2017)

4 NORTH AMERICA CONTACT CENTER PLAYERS PROFILES/ANALYSIS

- 4.1 Teleperformance
- 4.1.1 Company Basic Information, Manufacturing Base, Sales Area and Its Competitors
 - 4.1.2 Contact Center Product Types, Application and Specification
 - 4.1.2.1 Type
 - 4.1.2.2 Type
- 4.1.3 Teleperformance Contact Center Sales, Revenue, Price and Gross Margin (2012-2017)
 - 4.1.4 Main Business/Business Overview
 - 4.1.5 Teleperformance News
- 4.2 Convergys (Stream)
- 4.2.1 Company Basic Information, Manufacturing Base, Sales Area and Its Competitors
 - 4.2.2 Contact Center Product Types, Application and Specification



- 4.2.2.1 Type
- 4.2.2.2 Type
- 4.2.3 Convergys (Stream) Contact Center Sales, Revenue, Price and Gross Margin (2012-2017)
- 4.2.4 Main Business/Business Overview
- 4.2.5 Convergys (Stream) News
- 4.3 Sykes Enterprises Inc.
- 4.3.1 Company Basic Information, Manufacturing Base, Sales Area and Its Competitors
 - 4.3.2 Contact Center Product Types, Application and Specification
 - 4.3.2.1 Type
 - 4.3.2.2 Type
- 4.3.3 Sykes Enterprises Inc. Contact Center Sales, Revenue, Price and Gross Margin (2012-2017)
 - 4.3.4 Main Business/Business Overview
- 4.3.5 Sykes Enterprises Inc. News
- 4.4 Transcom
- 4.4.1 Company Basic Information, Manufacturing Base, Sales Area and Its Competitors
 - 4.4.2 Contact Center Product Types, Application and Specification
 - 4.4.2.1 Type
 - 4.4.2.2 Type
 - 4.4.3 Transcom Contact Center Sales, Revenue, Price and Gross Margin (2012-2017)
 - 4.4.4 Main Business/Business Overview
 - 4.4.5 Transcom News
- 4.5 Atento
- 4.5.1 Company Basic Information, Manufacturing Base, Sales Area and Its Competitors
 - 4.5.2 Contact Center Product Types, Application and Specification
 - 4.5.2.1 Type
 - 4.5.2.2 Type
 - 4.5.3 Atento Contact Center Sales, Revenue, Price and Gross Margin (2012-2017)
 - 4.5.4 Main Business/Business Overview
 - 4.5.5 Atento News
- 4.6 Arvato
- 4.6.1 Company Basic Information, Manufacturing Base, Sales Area and Its Competitors
- 4.6.2 Contact Center Product Types, Application and Specification
 - 4.6.2.1 Type



- 4.6.2.2 Type
- 4.6.3 Arvato Contact Center Sales, Revenue, Price and Gross Margin (2012-2017)
- 4.6.4 Main Business/Business Overview
- 4.6.5 Arvato News
- 4.7 West Corporation
- 4.7.1 Company Basic Information, Manufacturing Base, Sales Area and Its Competitors
 - 4.7.2 Contact Center Product Types, Application and Specification
 - 4.7.2.1 Type
 - 4.7.2.2 Type
- 4.7.3 West Corporation Contact Center Sales, Revenue, Price and Gross Margin (2012-2017)
- 4.7.4 Main Business/Business Overview
- 4.7.5 West Corporation News
- 4.8 Acticall (Sitel)
- 4.8.1 Company Basic Information, Manufacturing Base, Sales Area and Its Competitors
 - 4.8.2 Contact Center Product Types, Application and Specification
 - 4.8.2.1 Type
 - 4.8.2.2 Type
- 4.8.3 Acticall (Sitel) Contact Center Sales, Revenue, Price and Gross Margin (2012-2017)
 - 4.8.4 Main Business/Business Overview
 - 4.8.5 Acticall (Sitel) News
- 4.9 TeleTech Holdings Inc.
- 4.9.1 Company Basic Information, Manufacturing Base, Sales Area and Its Competitors
 - 4.9.2 Contact Center Product Types, Application and Specification
 - 9.9.2.1 Type
 - 9.9.2.2 Type
- 4.9.3 TeleTech Holdings Inc. Contact Center Sales, Revenue, Price and Gross Margin (2012-2017)
- 4.9.4 Main Business/Business Overview
- 4.9.5 TeleTech Holdings Inc. News
- 4.10 Comdata Group
- 4.10.1 Company Basic Information, Manufacturing Base, Sales Area and Its Competitors
 - 4.10.2 Contact Center Product Types, Application and Specification
 - 4.10.2.1 Type



- 4.10.2.2 Type
- 4.10.3 Comdata Group Contact Center Sales, Revenue, Price and Gross Margin (2012-2017)
- 4.10.4 Main Business/Business Overview
- 4.10.5 Comdata Group News
- 4.11 Serco
- 4.11.1 Company Basic Information, Manufacturing Base, Sales Area and Its Competitors
 - 4.11.2 Contact Center Product Types, Application and Specification
 - 4.11.2.1 Type
 - 4.11.2.2 Type
 - 4.11.3 Serco Contact Center Sales, Revenue, Price and Gross Margin (2012-2017)
 - 4.11.4 Main Business/Business Overview
 - 4.11.5 Serco News
- 4.12 Concentrix
- 4.12.1 Company Basic Information, Manufacturing Base, Sales Area and Its Competitors
 - 4.12.2 Contact Center Product Types, Application and Specification
 - 4.12.2.1 Type
 - 4.12.2.2 Type
- 4.12.3 Concentrix Contact Center Sales, Revenue, Price and Gross Margin (2012-2017)
- 4.12.4 Main Business/Business Overview
- 4.12.5 Concentrix News

5 UNITED STATES CONTACT CENTER SALES, REVENUE (VALUE) BY TYPE AND APPLICATION (2012-2017)

- 5.1 United States Contact Center Sales, Revenue and Growth Rate (2012-2017)
- 5.2 United States Contact Center Sales, Revenue and Market Share by Type (2012-2017)
 - 5.2.1 United States Contact Center Sales and Market Share by Type (2012-2017)
 - 5.2.2 United States Contact Center Revenue and Market Share by Type (2012-2017)
 - 5.2.3 United States Contact Center Price by Type (2012-2017)
- 5.3 United States Contact Center Sales and Market Share by Application (2012-2017)

6 CANADA CONTACT CENTER SALES, REVENUE (VALUE) BY TYPE AND APPLICATION (2012-2017)



- 6.1 Canada Contact Center Sales, Revenue and Growth Rate (2012-2017)
- 6.2 Canada Contact Center Sales, Revenue and Market Share by Type (2012-2017)
- 6.2.1 Canada Contact Center Sales and Market Share by Type (2012-2017)
- 6.2.2 Canada Contact Center Revenue and Market Share by Type (2012-2017)
- 6.2.3 Canada Contact Center Price by Type (2012-2017)
- 6.3 Canada Contact Center Sales and Market Share by Application (2012-2017)

7 MEXICO CONTACT CENTER SALES, REVENUE (VALUE) BY TYPE AND APPLICATION (2012-2017)

- 7.1 Mexico Contact Center Sales, Revenue and Growth Rate (2012-2017)
- 7.2 Mexico Contact Center Sales, Revenue and Market Share by Type (2012-2017)
 - 7.2.1 Mexico Contact Center Sales and Market Share by Type (2012-2017)
- 7.2.2 Mexico Contact Center Revenue and Market Share by Type (2012-2017)
- 7.2.3 Mexico Contact Center Price by Type (2012-2017)
- 7.3 Mexico Contact Center Sales and Market Share by Application (2012-2017)

8 NORTH AMERICA CONTACT CENTER MARKET FORECAST (2017-2022)

- 8.1 North America Contact Center Sales, Revenue Forecast (2017-2022)
- 8.2 North America Contact Center Sales, Sales Forecast by Countries (2017-2022)
- 8.3 North America Contact Center Sales Forecast by Type (2017-2022)
- 8.4 North America Contact Center Sales Forecast by Application (2017-2022)
- 8.5 Contact Center Price Forecast (2017-2022)

9 CONTACT CENTER MANUFACTURING COST ANALYSIS

- 9.1 Contact Center Key Raw Materials Analysis
 - 9.1.1 Key Raw Materials
 - 9.1.2 Price Trend of Key Raw Materials
 - 9.1.3 Key Suppliers of Raw Materials
 - 9.1.4 Market Concentration Rate of Raw Materials
- 9.2 Proportion of Manufacturing Cost Structure
 - 9.2.1 Raw Materials
 - 9.2.2 Labor Cost
 - 9.2.3 Manufacturing Expenses
- 9.3 Manufacturing Process Analysis of Contact Center

10 INDUSTRIAL CHAIN, SOURCING STRATEGY AND DOWNSTREAM BUYERS



- 10.1 Contact Center Industrial Chain Analysis
- 10.2 Upstream Raw Materials Sourcing
- 10.3 Raw Materials Sources of Contact Center Major Players in 2016
- 10.4 Downstream Buyers

11 MARKETING STRATEGY ANALYSIS, DISTRIBUTORS/TRADERS

- 11.1 Marketing Channel
 - 11.1.1 Direct Marketing
 - 11.1.2 Indirect Marketing
 - 11.1.3 Marketing Channel Development Trend
- 11.2 Market Positioning
 - 11.2.1 Pricing Strategy
 - 11.2.2 Brand Strategy
 - 11.2.3 Target Client
- 11.3 Distributors/Traders List

12 MARKET EFFECT FACTORS ANALYSIS

- 12.1 Technology Progress/Risk
 - 12.1.1 Substitutes Threat
 - 12.1.2 Technology Progress in Related Industry
- 12.2 Consumer Needs/Customer Preference Change
- 12.3 Economic/Political Environmental Change

13 RESEARCH FINDINGS AND CONCLUSION

14 APPENDIX

- 14.1 Methodology
- 14.2 Data Source



List Of Tables

LIST OF TABLES AND FIGURES

Figure Picture of Contact Center

Table Product Specifications of Contact Center

='Figure North America Sales Market Share of '&Sheet1!B1&' by Types in 2016

Table Types of Contact Center

Figure Product Picture of Type

Table Major Players of Type

Figure Product Picture of Type

Table Major Players of Type

Figure Contact Center Sales Market Share by Applications in 2016

='Table Applications of '&Sheet1!B1&'

Figure Telecommunication Examples

Figure Banking, Financial Services and Insurance (BFSI) Examples

Figure Government and Public Sector Examples

Figure Healthcare and Life Sciences Examples

Figure Retail and Consumer Goods Examples

Figure Others Examples

Figure United States Contact Center Revenue (Million USD) and Growth Rate (2012-2022)

Figure Canada Contact Center Revenue (Million USD) and Growth Rate (2012-2022)

Figure Mexico Contact Center Revenue (Million USD) and Growth Rate (2012-2022)

Figure North America Contact Center Revenue (Million USD) and Growth Rate (2012-2022)

Table North America Contact Center Sales by Players in 2016 and 2017

Table North America Contact Center Sales Market Share (%) by Players in 2016 and 2017

Figure North America Contact Center Sales Market Share by Players in 2016

Figure North America Contact Center Sales Market Share by Players in 2017

Table North America Contact Center Revenue by Players in 2016 and 2017

Table North America Contact Center Revenue Market Share (%) by Players in 2016 and 2017

Figure North America Contact Center Revenue Market Share by Players in 2016

Figure North America Contact Center Revenue Market Share by Players in 2017

Table North America Contact Center Average Price by Players in 2016 and 2017

Figure North America Contact Center Average Price by Players in 2016

Table North America Contact Center Manufacturing Base Distribution and Sales Area



by Players

Table Players Contact Center Product Types

Figure Contact Center Market Share of Top 3 Players

Figure Contact Center Market Share of Top 5 Players

Table North America Contact Center Sales by Countries (2012-2017)

Table North America Contact Center Sales Market Share by Countries (2012-2017)

Figure North America Contact Center Sales Market Share by Countries (2012)

Figure North America Contact Center Sales Market Share by Countries (2016)

Table North America Contact Center Revenue by Countries (2012-2017)

Table North America Contact Center Revenue Market Share by Countries (2012-2017)

Figure 2012 North America Contact Center Revenue Market Share by Countries

Figure 2016 North America Contact Center Revenue Market Share by Countries

Table North America Contact Center Price by Countries (2012-2017)

Table North America Contact Center Sales by Type (2012-2017)

Table North America Contact Center Sales Market Share by Type (2012-2017)

Figure 2012 North America Contact Center Sales Market Share by Type

Figure 2016 North America Contact Center Sales Market Share by Type

Table North America Contact Center Revenue by Type (2012-2017)

Table North America Contact Center Revenue Market Share by Type (2012-2017)

Figure 2012 North America Contact Center Revenue Market Share by Type

Figure 2016 North America Contact Center Revenue Market Share by Type

Table North America Contact Center Price by Type (2012-2017)

Table North America Contact Center Sales by Application (2012-2017)

Table North America Contact Center Sales Market Share by Application (2012-2017)

Figure North America Contact Center Sales Market Share by Application (2012-2017)

Table North America Market Contact Center Sales, Revenue, Price and Gross Margin (2012-2017)

Table Teleperformance Basic Information, Manufacturing Base, Sales Area and Its Competitors

Table Teleperformance Contact Center Sales, Revenue, Price and Gross Margin (2012-2017)

Figure Teleperformance Contact Center Market Share (2012-2017)

Table Convergys (Stream) Basic Information, Manufacturing Base, Sales Area and Its Competitors

Table Convergys (Stream) Contact Center Sales, Revenue, Price and Gross Margin (2012-2017)

Figure Convergys (Stream) Contact Center Market Share (2012-2017)

Table Sykes Enterprises Inc. Basic Information, Manufacturing Base, Sales Area and Its Competitors



Table Sykes Enterprises Inc. Contact Center Sales, Revenue, Price and Gross Margin (2012-2017)

Figure Sykes Enterprises Inc. Contact Center Market Share (2012-2017)

Table Transcom Basic Information, Manufacturing Base, Sales Area and Its Competitors

Table Transcom Contact Center Sales, Revenue, Price and Gross Margin (2012-2017) Figure Transcom Contact Center Market Share (2012-2017)

Table Atento Basic Information, Manufacturing Base, Sales Area and Its Competitors Table Atento Contact Center Sales, Revenue, Price and Gross Margin (2012-2017) Figure Atento Contact Center Market Share (2012-2017)

Table Arvato Basic Information, Manufacturing Base, Sales Area and Its Competitors Table Arvato Contact Center Sales, Revenue, Price and Gross Margin (2012-2017) Figure Arvato Contact Center Market Share (2012-2017)

Table West Corporation Basic Information, Manufacturing Base, Sales Area and Its Competitors

Table West Corporation Contact Center Sales, Revenue, Price and Gross Margin (2012-2017)

Figure West Corporation Contact Center Market Share (2012-2017)

Table Acticall (Sitel) Basic Information, Manufacturing Base, Sales Area and Its Competitors

Table Acticall (Sitel) Contact Center Sales, Revenue, Price and Gross Margin (2012-2017)

Figure Acticall (Sitel) Contact Center Market Share (2012-2017)

Table TeleTech Holdings Inc. Basic Information, Manufacturing Base, Sales Area and Its Competitors

Table TeleTech Holdings Inc. Contact Center Sales, Revenue, Price and Gross Margin (2012-2017)

Figure TeleTech Holdings Inc. Contact Center Market Share (2012-2017)

Table Comdata Group Basic Information, Manufacturing Base, Sales Area and Its Competitors

Table Comdata Group Contact Center Sales, Revenue, Price and Gross Margin (2012-2017)

Figure Comdata Group Contact Center Market Share (2012-2017)

Table Serco Basic Information, Manufacturing Base, Sales Area and Its Competitors Table Serco Contact Center Sales, Revenue, Price and Gross Margin (2012-2017) Figure Serco Contact Center Market Share (2012-2017)

Table Concentrix Basic Information, Manufacturing Base, Sales Area and Its Competitors

Table Concentrix Contact Center Sales, Revenue, Price and Gross Margin (2012-2017)



Figure Concentrix Contact Center Market Share (2012-2017)

Figure United States Contact Center Sales and Growth Rate (2012-2017)

Figure United States Contact Center Revenue and Growth Rate (2012-2017)

Table United States Contact Center Sales by Type (2012-2017)

Table United States Contact Center Sales Market Share by Type (2012-2017)

Figure United States Contact Center Sales Market Share by Type (2012-2017)

Table United States Contact Center Revenue by Type (2012-2017)

Table United States Contact Center Revenue Market Share by Type (2012-2017)

Figure United States Contact Center Revenue Market Share by Type (2012-2017)

Table United States Contact Center Price by Type (2012-2017)

Table United States Contact Center Sales by Application (2012-2017)

Table United States Contact Center Sales Market Share by Application (2012-2017)

Figure United States Contact Center Sales Market Share by Application (2012-2017)

Figure Canada Contact Center Sales and Growth Rate (2012-2017)

Figure Canada Contact Center Revenue and Growth Rate (2012-2017)

Table Canada Contact Center Sales by Type (2012-2017)

Table Canada Contact Center Sales Market Share by Type (2012-2017)

Figure Canada Contact Center Sales Market Share by Type (2012-2017)

Table Canada Contact Center Revenue by Type (2012-2017)

Table Canada Contact Center Revenue Market Share by Type (2012-2017)

Figure Canada Contact Center Revenue Market Share by Type (2012-2017)

Table Canada Contact Center Price by Type (2012-2017)

Table Canada Contact Center Sales by Application (2012-2017)

Table Canada Contact Center Sales Market Share by Application (2012-2017)

Figure Canada Contact Center Sales Market Share by Application (2012-2017)

Figure Mexico Contact Center Sales and Growth Rate (2012-2017)

Figure Mexico Contact Center Revenue and Growth Rate (2012-2017)

Table Mexico Contact Center Sales by Type (2012-2017)

Table Mexico Contact Center Sales Market Share by Type (2012-2017)

Figure Mexico Contact Center Sales Market Share by Type (2012-2017)

Table Mexico Contact Center Revenue by Type (2012-2017)

Table Mexico Contact Center Revenue Market Share by Type (2012-2017)

Figure Mexico Contact Center Revenue Market Share by Type (2012-2017)

Figure 2016 Mexico Contact Center Revenue Market Share by Type

Table Mexico Contact Center Price by Type (2012-2017)

Table Mexico Contact Center Sales by Application (2012-2017)

Table Mexico Contact Center Sales Market Share by Application (2012-2017)

Figure Mexico Contact Center Sales Market Share by Application (2012-2017)

Figure North America Contact Center Sales and Growth Rate Forecast (2017-2022)



Figure North America Contact Center Revenue and Growth Rate Forecast (2017-2022)

Table North America Contact Center Sales Forecast by Countries (2017-2022)

Table North America Contact Center Sales Market Share Forecast by Countries (2017-2022)

Table North America Contact Center Sales Forecast by Type (2017-2022)

Table North America Contact Center Sales Forecast by Application (2017-2022)

Table Sales Base and Market Concentration Rate of Raw Material

Figure Price Trend of Key Raw Materials

Table Key Suppliers of Raw Materials

Figure Manufacturing Cost Structure of Contact Center

Figure Manufacturing Process Analysis of Contact Center

Figure Contact Center Industrial Chain Analysis

Table Raw Materials Sources of Contact Center Major Players in 2016

Table Major Buyers of Contact Center

Table Distributors/Traders List



I would like to order

Product name: 2017-2022 North America Contact Center Market Report
Product link: https://marketpublishers.com/r/2E53B7017FFEN.html

Price: US\$ 4,660.00 (Single User License / Electronic Delivery)

If you want to order Corporate License or Hard Copy, please, contact our Customer

Service:

info@marketpublishers.com

Payment

First name:

To pay by Credit Card (Visa, MasterCard, American Express, PayPal), please, click button on product page https://marketpublishers.com/r/2E53B7017FFEN.html

To pay by Wire Transfer, please, fill in your contact details in the form below:

Last name:	
Email:	
Company:	
Address:	
City:	
Zip code:	
Country:	
Tel:	
Fax:	
Your message:	
	**All fields are required
	Custumer signature

Please, note that by ordering from marketpublishers.com you are agreeing to our Terms & Conditions at https://marketpublishers.com/docs/terms.html

To place an order via fax simply print this form, fill in the information below and fax the completed form to +44 20 7900 3970