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2018-2023 Global Interactive Voice Response System Market Report (Status and Outlook)

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Abstracts

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

In this report, LP Information studies the present scenario (with the base year being 2017) and the growth prospects of global Interactive Voice Response System market for 2018-2023.

Interactive voice response (IVR) is a technology that allows a computer to interact with humans through the use of voice and DTMF tones input via a keypad. In telecommunications, IVR allows customers to interact with a company’s host system via a telephone keypad or by speech recognition, after which services can be inquired about through the IVR dialogue.
IVR systems are used to service high call volumes at lower cost. The use of IVR allows callers' queries to be resolved without a live agent. If callers do not find the information they need, the calls may be transferred to a live agent. The approach allows live agents to have more time to deal with complex interactions. When an IVR system answers multiple phone numbers, the use of DNIS ensures that the correct application and language is executed. A single large IVR system can handle calls for thousands of applications, each with its own phone numbers and script. IVR systems can be used for mobile purchases, banking payments and services, retail orders, utilities, travel information and weather conditions.
Over the next five years, LPI(LP Information) projects that Interactive Voice Response System will register a xx% CAGR in terms of revenue, reach US$ xx million by 2023, from US$ xx million in 2017.

This report presents a comprehensive overview, market shares and growth opportunities of Interactive Voice Response System market by product type, application,

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key companies and key regions.

To calculate the market size, LP Information considers value generated from the sales of the following segments:

Segmentation by product type:

Speech Based

Touch-tone Based

Segmentation by application:

BFSI

Travel and Hospitality

Pharma and Healthcare

Telecommunications

Government and Public Sector

Transportation and Logistics

ITES

Media, Retail, and E-commerce

Education

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South Africa

Israel

Turkey

GCC Countries

The report also presents the market competition landscape and a corresponding detailed analysis of the major players in the market. The key players covered in this report:

inContact

Nuance Communications

Genesys Telecommunication Laboratories

8x8

AT&T

Avaya

Aspect Software Parent

24/7 Customer

Verizon Communications

Five9

Cisco Systems

Convergys Corporation

West Corporation

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IVR Lab

NewVoiceMedia

In addition, this report discusses the key drivers influencing market growth, opportunities, the challenges and the risks faced by key players and the market as a whole. It also analyzes key emerging trends and their impact on present and future development.

Research objectives

To study and analyze the global Interactive Voice Response System market size by key regions/countries, product type and application, history data from 2013 to 2017, and forecast to 2023.

To understand the structure of Interactive Voice Response System market by identifying its various subsegments.

Focuses on the key global Interactive Voice Response System players, to define, describe and analyze the value, market share, market competition landscape, SWOT analysis and development plans in next few years.

To analyze the Interactive Voice Response System with respect to individual growth trends, future prospects, and their contribution to the total market.

To share detailed information about the key factors influencing the growth of the market (growth potential, opportunities, drivers, industry-specific challenges and risks).

To project the size of Interactive Voice Response System submarkets, with respect to key regions (along with their respective key countries).

To analyze competitive developments such as expansions, agreements, new product launches and acquisitions in the market.

To strategically profile the key players and comprehensively analyze their growth strategies.

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