

2018-2023 Global Workforce Management Software 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 Workforce Management Software market for 2018-2023.

Workforce Management Software is a system intended to maximize the use of agent labor by projecting incoming call volumes and scheduling staff to meet needs exactly, by time of the day, day of the week, week of the month, etc. WFM systems use historical calling records, which are collected from the automatic call distribution system, to project future calling patterns and volumes for specified time frames. The core functions of WFM software include labor planning, time and attendance management, payroll management, tasking and staffing, and performance reporting.

It helps managers accurately and easily forecast staffing requirements across all customer-facing inbound, outbound, blended and back office resources. It also allows agents to manage their scheduling with tools for needs such as schedule trades and sequential shift bids.

The global market of Workforce Management Software industry are growing steady, giant manufactures mainly distribute in America and Europe. America has a long history and unshakable status in this industry, like Kronos and Infor, both have perfect products. As to Kronos, the orkforce Management Software has become a global leader. In Germany, it is ATOSS that leads the technology development.

The Workforce Management Software industry concentration is high; there are a few major manufacturers accounting for the majority share of the Workforce Management Software industry, such as Kronos, Infor, Verint and NICE Systems.

Moreover, the sudden growth in mobile devices and applications has also contributed to

the growth of workforce management. Mobile workforce is leveraging the benefits of mobile apps, which are easily accessible anytime and anywhere; therefore, the demand for mobile workforce management is very high and is expected to surpass the demand for web-based WFM in the years to come.

This industry is affected by the economy and policy, so it's important to put an eye to economic indexes and leaders' prefer. With the global economic recovery, more and more people pay attention to rising IT spending, especially in underdevelopment regions that have a large population and fast economic growth, the need of Workforce Management Software will increase.

Over the next five years, LPI(LP Information) projects that Workforce Management Software will register a 8.1% CAGR in terms of revenue, reach US\$ 3310 million by 2023, from US\$ 2080 million in 2017.

This report presents a comprehensive overview, market shares and growth opportunities of Workforce Management Software market by product type, application, 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:

On-premises

Saas Cloud-Based

Segmentation by application:

100 Employees

100-499 Employees

500-999 Employees

1,000-4,999 Employees

5000 Employees

We can also provide the customized separate regional or country-level reports, for the following regions:

Americas

United States

Canada

Mexico

Brazil

APAC

China

Japan

Korea

Southeast Asia

India

Australia

Europe

Germany

France

UK

Italy

Russia

Spain

Middle East & Africa

Egypt

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:

Kronos

Infor

Verint

NICE Systems

Aspect

Workforce Software

Clicksoftware

Calabrio

ATOSS

Genesys

Monet Software

InVision AG

Teleopti

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 Workforce Management Software 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 Workforce Management Software market by identifying its various subsegments.

Focuses on the key global Workforce Management Software 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 Workforce Management Software 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 Workforce Management Software 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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