

Global Call Center Speech Analytics Software Market Growth (Status and Outlook) 2026-2032

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Abstracts

The global Call Center Speech Analytics Software market size is predicted to grow from US\$ 657 million in 2025 to US\$ 1065 million in 2032; it is expected to grow at a CAGR of 7.3% from 2026 to 2032.

Call Center Speech Analytics Software is an intelligent operations management tool designed specifically for enterprise call centers (including inbound services and outbound marketing calls). It leverages core technologies such as Automatic Speech Recognition (ASR), Natural Language Processing (NLP), Machine Learning (ML), and sentiment analysis. At its core, it processes call audio (real-time calls or historical recordings) through a complete process of "speech-to-text conversion - semantic parsing - feature extraction - data insights." This automatically identifies key information such as customer intent, emotional inclination, compliance risks, and script quality, transforming unstructured voice data into structured operational metrics and decision-making support. This addresses the pain points of call centers, such as difficulty in quantifying service quality, capturing customer needs, managing compliance risks, and improving operational efficiency. It supports service optimization, sales empowerment, compliance risk control, and management decisions, ultimately achieving enhanced customer experience and optimized operating costs.

United States market for Call Center Speech Analytics Software is estimated to increase from US\$ million in 2025 to US\$ million by 2032, at a CAGR of % from 2026 through 2032.

China market for Call Center Speech Analytics Software is estimated to increase from US\$ million in 2025 to US\$ million by 2032, at a CAGR of % from 2026 through 2032.

Europe market for Call Center Speech Analytics Software is estimated to increase from US\$ million in 2025 to US\$ million by 2032, at a CAGR of % from 2026 through 2032.

Global key Call Center Speech Analytics Software players cover AmplifAI, CallMiner, NICE, Verint, Observe.AI, etc. In terms of revenue, the global two largest companies occupied for a share nearly % in 2025.

Report Scope

LPI (LP Information)' newest research report, the “Call Center Speech Analytics Software Industry Forecast” looks at past sales and reviews total world Call Center Speech Analytics Software sales in 2025, providing a comprehensive analysis by region and market sector of projected Call Center Speech Analytics Software sales for 2026 through 2032. With Call Center Speech Analytics Software sales broken down by region, market sector and sub-sector, this report provides a detailed analysis in US\$ millions of the world Call Center Speech Analytics Software industry.

This Insight Report provides a comprehensive analysis of the global Call Center Speech Analytics Software landscape and highlights key trends related to product segmentation, company formation, revenue, and market share, latest development, and M&A activity. This report also analyses the strategies of leading global companies with a focus on Call Center Speech Analytics Software portfolios and capabilities, market entry strategies, market positions, and geographic footprints, to better understand these firms' unique position in an accelerating global Call Center Speech Analytics Software market.

This Insight Report evaluates the key market trends, drivers, and affecting factors shaping the global outlook for Call Center Speech Analytics Software and breaks down the forecast by Type, by Application, geography, and market size to highlight emerging pockets of opportunity. With a transparent methodology based on hundreds of bottom-up qualitative and quantitative market inputs, this study forecast offers a highly nuanced view of the current state and future trajectory in the global Call Center Speech Analytics Software.

This report presents a comprehensive overview, market shares, and growth opportunities of Call Center Speech Analytics Software market by product type, application, key players and key regions and countries.

Market Segmentation

Segmentation by Type:

Real-time Analysis

Offline Analysis

Segmentation by Deployment:

Cloud-Based

On-premises

Segmentation by Purpose:

Compliance and Risk Control

Experience Optimization

Sales Conversion

Others

Segmentation by Application:

SMEs

Large Enterprises

This report also splits the market by region:

Americas

United States

Canada

Mexico

Brazil

APAC

China

Japan

Korea

Southeast Asia

India

Australia

Europe

Germany

France

UK

Italy

Russia

Middle East & Africa

Egypt

South Africa

Israel

Turkey

GCC Countries

The below companies that are profiled have been selected based on inputs gathered from primary experts and analyzing the company's coverage, product portfolio, its market penetration.

AmplifAI

CallMiner

NICE

Verint

Observe.AI

Genesys

Cresta

Balto

LevelAI

Calabrio

CallTrackingMetrics

Convin.ai

MiaRec

Talkdesk

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