

Global Computer Telephony Integration (CTI) Software Market Growth (Status and Outlook) 2023-2029

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Abstracts

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Computer telephony integration, also called computer–telephone integration or CTI, is a common name for any technology that allows interactions on a telephone and a computer to be integrated or coordinated. CTI (Computer Telephony Integration) software enables you to control your phone or phone system from your computer. CTI is often used as a jargon term for describing integrations between a phone system and a customer relationship management (CRM) system that has already been deployed. These integrations add features to enhance both systems and help agents better handle interactions.

LPI (LP Information)' newest research report, the “Computer Telephony Integration (CTI) Software Industry Forecast” looks at past sales and reviews total world Computer Telephony Integration (CTI) Software sales in 2022, providing a comprehensive analysis by region and market sector of projected Computer Telephony Integration (CTI) Software sales for 2023 through 2029. With Computer Telephony Integration (CTI) Software sales broken down by region, market sector and sub-sector, this report provides a detailed analysis in US\$ millions of the world Computer Telephony Integration (CTI) Software industry.

This Insight Report provides a comprehensive analysis of the global Computer Telephony Integration (CTI) 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 analyzes the strategies of leading global companies with a focus on Computer Telephony Integration (CTI) Software portfolios and capabilities, market entry strategies, market positions, and geographic

footprints, to better understand these firms' unique position in an accelerating global Computer Telephony Integration (CTI) Software market.

This Insight Report evaluates the key market trends, drivers, and affecting factors shaping the global outlook for Computer Telephony Integration (CTI) 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 Computer Telephony Integration (CTI) Software.

The global Computer Telephony Integration (CTI) Software market size is projected to grow from US\$ 1692.5 million in 2022 to US\$ 2196.9 million in 2029; it is expected to grow at a CAGR of 3.8% from 2023 to 2029.

From a regional perspective, the US market share is relatively large, accounting for about 29%, and will maintain steady growth in the next few years.

With a market share of about 25%, Europe will continue to play an important role that cannot be ignored. China has about 16 per cent of the market. Major manufacturers are Five9, Salesforce, RingCentral, Twilio, Enghouse Interactive, NewVoiceMedia (Vonage), Genesys, Zendesk, Freshworks, NICE inContact, Nextiva, Talkdesk, Jive Communications (LogMeIn), Ameyo, Aircall, Tenfold, Ozonetel, InGenius, etc. The top three, with about 16% of the market.

This report presents a comprehensive overview, market shares, and growth opportunities of Computer Telephony Integration (CTI) Software market by product type, application, key players and key regions and countries.

Market Segmentation:

Segmentation by type

Cloud Based

On-premises

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.

Five9

Salesforce

RingCentral

Twilio

Enghouse Interactive

NewVoiceMedia (Vonage)

Genesys

Zendesk

Freshworks

NICE inContact

Nextiva

Talkdesk

Jive Communications (LogMeIn)

Ameyo

Aircall

Tenfold

Ozonetel

InGenius

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