

Global Contact Center Analytics Market Growth (Status and Outlook) 2022-2028

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Abstracts

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As the global economy mends, the 2021 growth of Contact Center Analytics will have significant change from previous year. According to our (LP Information) latest study, the global Contact Center Analytics market size is USD million in 2022 from USD 1120.3 million in 2021, with a change of % between 2021 and 2022. The global Contact Center Analytics market size will reach USD 2698 million in 2028, growing at a CAGR of 13.4% over the analysis period.

The United States Contact Center Analytics market is expected at value of US\$ million in 2021 and grow at approximately % CAGR during review period. China constitutes a % market for the global Contact Center Analytics market, reaching US\$ million by the year 2028. As for the Europe Contact Center Analytics landscape, Germany is projected to reach US\$ million by 2028 trailing a CAGR of % over the forecast period. In APAC, the growth rates of other notable markets (Japan and South Korea) are projected to be at % and % respectively for the next 5-year period.

Global main Contact Center Analytics players cover Cisco Systems, Inc., Genpact Limited, Verint Systems Inc., and 8x8, Inc., etc. In terms of revenue, the global largest two companies occupy a share nearly % in 2021.

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

Segmentation by type: breakdown data from 2017 to 2022 in Section 2.3; and forecast

to 2028 in section 10.7.

On-Premises

On-Demand

Segmentation by application: breakdown data from 2017 to 2022, in Section 2.4; and forecast to 2028 in section 10.8.

Automatic Call Distributor

Log Management

Risk and Compliance Management

Real-time Monitoring and Reporting

Workforce Optimization

Customer Experience Management

Others applications

This report also splits the market by region: Breakdown data in Chapter 4, 5, 6, 7 and 8.

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 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: Breakdown data in in Chapter 3.

Cisco Systems, Inc.

Genpact Limited

Verint Systems Inc.

8x8, Inc.

Genesys

Oracle Corporation

Mitel Networks Corporation

SAP SE

Nice Ltd.

Enghouse Interactive

Five9, Inc.

Callminer

Servion Global Solutions

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