

Global Contact Center as a Service Market Growth (Status and Outlook) 2024-2030

<https://marketpublishers.com/r/GE4EE714E3CEN.html>

Date: December 2024

Pages: 152

Price: US\$ 3,660.00 (Single User License)

ID: GE4EE714E3CEN

Abstracts

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

According to our LPI (LP Information) latest study, the global Contact Center as a Service market size was valued at US\$ 32950 million in 2023. With growing demand in downstream market, the Contact Center as a Service is forecast to a readjusted size of US\$ 45340 million by 2030 with a CAGR of 4.7% during review period.

The research report highlights the growth potential of the global Contact Center as a Service market. Contact Center as a Service are expected to show stable growth in the future market. However, product differentiation, reducing costs, and supply chain optimization remain crucial for the widespread adoption of Contact Center as a Service. Market players need to invest in research and development, forge strategic partnerships, and align their offerings with evolving consumer preferences to capitalize on the immense opportunities presented by the Contact Center as a Service market.

Contact center as a service (CCaaS) solutions offer similar functional capabilities to those of on-premises contact center infrastructure, but there are key differences. With CCaaS, connectivity to other cloud-based applications may be easier, consumption is paid for via monthly subscription, and there is a stronger focus on service capabilities. Functions and abilities that organizations consider when reviewing their contact center requirements include:

- Automatic call distribution (ACD) and interactive voice response (IVR).
- Universal routing and queuing of voice and internet channels
- A chatbot capability to support self-service and assisted-service interactions and transactions.
- Proactive contact, including outbound dialing and SMS, as well as push text and email notifications.
- Access to customer data
- Support for virtual operations, remote agents and subject matter experts
- Customer relationship tracking, management applications

and operational support applications.

Key Features:

The report on Contact Center as a Service market reflects various aspects and provide valuable insights into the industry.

Market Size and Growth: The research report provide an overview of the current size and growth of the Contact Center as a Service market. It may include historical data, market segmentation by Type (e.g., Onshore Outsourcing, Offshore Outsourcing), and regional breakdowns.

Market Drivers and Challenges: The report can identify and analyse the factors driving the growth of the Contact Center as a Service market, such as government regulations, environmental concerns, technological advancements, and changing consumer preferences. It can also highlight the challenges faced by the industry, including infrastructure limitations, range anxiety, and high upfront costs.

Competitive Landscape: The research report provides analysis of the competitive landscape within the Contact Center as a Service market. It includes profiles of key players, their market share, strategies, and product offerings. The report can also highlight emerging players and their potential impact on the market.

Technological Developments: The research report can delve into the latest technological developments in the Contact Center as a Service industry. This include advancements in Contact Center as a Service technology, Contact Center as a Service new entrants, Contact Center as a Service new investment, and other innovations that are shaping the future of Contact Center as a Service.

Downstream Procumbent Preference: The report can shed light on customer procumbent behaviour and adoption trends in the Contact Center as a Service market. It includes factors influencing customer ' purchasing decisions, preferences for Contact Center as a Service product.

Government Policies and Incentives: The research report analyse the impact of government policies and incentives on the Contact Center as a Service market. This may include an assessment of regulatory frameworks, subsidies, tax incentives, and other measures aimed at promoting Contact Center as a Service market. The report also evaluates the effectiveness of these policies in driving market growth.

Environmental Impact and Sustainability: The research report assess the environmental impact and sustainability aspects of the Contact Center as a Service market.

Market Forecasts and Future Outlook: Based on the analysis conducted, the research report provide market forecasts and outlook for the Contact Center as a Service industry. This includes projections of market size, growth rates, regional trends, and predictions on technological advancements and policy developments.

Recommendations and Opportunities: The report conclude with recommendations for industry stakeholders, policymakers, and investors. It highlights potential opportunities for market players to capitalize on emerging trends, overcome challenges, and contribute to the growth and development of the Contact Center as a Service market.

Market Segmentation:

Contact Center as a Service market is split by Type and by Application. For the period 2019-2030, the growth among segments provides accurate calculations and forecasts for consumption value by Type, and by Application in terms of value.

Segmentation by type

Onshore Outsourcing

Offshore Outsourcing

Segmentation by application

Telecom & IT

BFSI

Healthcare & Life Sciences

Government & Public

Retail & Consumer Goods

Others

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

inContact

Talkdesk

Genesys

8x8

NewVoiceMedia

Serenova

Connect First

Noble Systems

Cisco (BroadSoft)

Evolve IP

Nuance

Talkdesk

Genesys

NewVoiceMedia

Content Guru

Puzzel (Intelecom)

Orange Business

Services

Capgemini

BT

Contents

1 SCOPE OF THE REPORT

- 1.1 Market Introduction
- 1.2 Years Considered
- 1.3 Research Objectives
- 1.4 Market Research Methodology
- 1.5 Research Process and Data Source
- 1.6 Economic Indicators
- 1.7 Currency Considered
- 1.8 Market Estimation Caveats

2 EXECUTIVE SUMMARY

- 2.1 World Market Overview
 - 2.1.1 Global Contact Center as a Service Market Size 2019-2030
 - 2.1.2 Contact Center as a Service Market Size CAGR by Region 2019 VS 2023 VS 2030
- 2.2 Contact Center as a Service Segment by Type
 - 2.2.1 Onshore Outsourcing
 - 2.2.2 Offshore Outsourcing
- 2.3 Contact Center as a Service Market Size by Type
 - 2.3.1 Contact Center as a Service Market Size CAGR by Type (2019 VS 2023 VS 2030)
 - 2.3.2 Global Contact Center as a Service Market Size Market Share by Type (2019-2024)
- 2.4 Contact Center as a Service Segment by Application
 - 2.4.1 Telecom & IT
 - 2.4.2 BFSI
 - 2.4.3 Healthcare & Life Sciences
 - 2.4.4 Government & Public
 - 2.4.5 Retail & Consumer Goods
 - 2.4.6 Others
- 2.5 Contact Center as a Service Market Size by Application
 - 2.5.1 Contact Center as a Service Market Size CAGR by Application (2019 VS 2023 VS 2030)
 - 2.5.2 Global Contact Center as a Service Market Size Market Share by Application (2019-2024)

3 CONTACT CENTER AS A SERVICE MARKET SIZE BY PLAYER

3.1 Contact Center as a Service Market Size Market Share by Players

3.1.1 Global Contact Center as a Service Revenue by Players (2019-2024)

3.1.2 Global Contact Center as a Service Revenue Market Share by Players (2019-2024)

3.2 Global Contact Center as a Service Key Players Head office and Products Offered

3.3 Market Concentration Rate Analysis

3.3.1 Competition Landscape Analysis

3.3.2 Concentration Ratio (CR3, CR5 and CR10) & (2022-2024)

3.4 New Products and Potential Entrants

3.5 Mergers & Acquisitions, Expansion

4 CONTACT CENTER AS A SERVICE BY REGIONS

4.1 Contact Center as a Service Market Size by Regions (2019-2024)

4.2 Americas Contact Center as a Service Market Size Growth (2019-2024)

4.3 APAC Contact Center as a Service Market Size Growth (2019-2024)

4.4 Europe Contact Center as a Service Market Size Growth (2019-2024)

4.5 Middle East & Africa Contact Center as a Service Market Size Growth (2019-2024)

5 AMERICAS

5.1 Americas Contact Center as a Service Market Size by Country (2019-2024)

5.2 Americas Contact Center as a Service Market Size by Type (2019-2024)

5.3 Americas Contact Center as a Service Market Size by Application (2019-2024)

5.4 United States

5.5 Canada

5.6 Mexico

5.7 Brazil

6 APAC

6.1 APAC Contact Center as a Service Market Size by Region (2019-2024)

6.2 APAC Contact Center as a Service Market Size by Type (2019-2024)

6.3 APAC Contact Center as a Service Market Size by Application (2019-2024)

6.4 China

6.5 Japan

6.6 Korea

6.7 Southeast Asia

6.8 India

6.9 Australia

7 EUROPE

7.1 Europe Contact Center as a Service by Country (2019-2024)

7.2 Europe Contact Center as a Service Market Size by Type (2019-2024)

7.3 Europe Contact Center as a Service Market Size by Application (2019-2024)

7.4 Germany

7.5 France

7.6 UK

7.7 Italy

7.8 Russia

8 MIDDLE EAST & AFRICA

8.1 Middle East & Africa Contact Center as a Service by Region (2019-2024)

8.2 Middle East & Africa Contact Center as a Service Market Size by Type (2019-2024)

8.3 Middle East & Africa Contact Center as a Service Market Size by Application (2019-2024)

8.4 Egypt

8.5 South Africa

8.6 Israel

8.7 Turkey

8.8 GCC Countries

9 MARKET DRIVERS, CHALLENGES AND TRENDS

9.1 Market Drivers & Growth Opportunities

9.2 Market Challenges & Risks

9.3 Industry Trends

10 GLOBAL CONTACT CENTER AS A SERVICE MARKET FORECAST

10.1 Global Contact Center as a Service Forecast by Regions (2025-2030)

10.1.1 Global Contact Center as a Service Forecast by Regions (2025-2030)

10.1.2 Americas Contact Center as a Service Forecast

- 10.1.3 APAC Contact Center as a Service Forecast
- 10.1.4 Europe Contact Center as a Service Forecast
- 10.1.5 Middle East & Africa Contact Center as a Service Forecast
- 10.2 Americas Contact Center as a Service Forecast by Country (2025-2030)
 - 10.2.1 United States Contact Center as a Service Market Forecast
 - 10.2.2 Canada Contact Center as a Service Market Forecast
 - 10.2.3 Mexico Contact Center as a Service Market Forecast
 - 10.2.4 Brazil Contact Center as a Service Market Forecast
- 10.3 APAC Contact Center as a Service Forecast by Region (2025-2030)
 - 10.3.1 China Contact Center as a Service Market Forecast
 - 10.3.2 Japan Contact Center as a Service Market Forecast
 - 10.3.3 Korea Contact Center as a Service Market Forecast
 - 10.3.4 Southeast Asia Contact Center as a Service Market Forecast
 - 10.3.5 India Contact Center as a Service Market Forecast
 - 10.3.6 Australia Contact Center as a Service Market Forecast
- 10.4 Europe Contact Center as a Service Forecast by Country (2025-2030)
 - 10.4.1 Germany Contact Center as a Service Market Forecast
 - 10.4.2 France Contact Center as a Service Market Forecast
 - 10.4.3 UK Contact Center as a Service Market Forecast
 - 10.4.4 Italy Contact Center as a Service Market Forecast
 - 10.4.5 Russia Contact Center as a Service Market Forecast
- 10.5 Middle East & Africa Contact Center as a Service Forecast by Region (2025-2030)
 - 10.5.1 Egypt Contact Center as a Service Market Forecast
 - 10.5.2 South Africa Contact Center as a Service Market Forecast
 - 10.5.3 Israel Contact Center as a Service Market Forecast
 - 10.5.4 Turkey Contact Center as a Service Market Forecast
 - 10.5.5 GCC Countries Contact Center as a Service Market Forecast
- 10.6 Global Contact Center as a Service Forecast by Type (2025-2030)
- 10.7 Global Contact Center as a Service Forecast by Application (2025-2030)

11 KEY PLAYERS ANALYSIS

- 11.1 Five9
 - 11.1.1 Five9 Company Information
 - 11.1.2 Five9 Contact Center as a Service Product Offered
 - 11.1.3 Five9 Contact Center as a Service Revenue, Gross Margin and Market Share (2019-2024)
 - 11.1.4 Five9 Main Business Overview
 - 11.1.5 Five9 Latest Developments

11.2 inContact

11.2.1 inContact Company Information

11.2.2 inContact Contact Center as a Service Product Offered

11.2.3 inContact Contact Center as a Service Revenue, Gross Margin and Market Share (2019-2024)

11.2.4 inContact Main Business Overview

11.2.5 inContact Latest Developments

11.3 Talkdesk

11.3.1 Talkdesk Company Information

11.3.2 Talkdesk Contact Center as a Service Product Offered

11.3.3 Talkdesk Contact Center as a Service Revenue, Gross Margin and Market Share (2019-2024)

11.3.4 Talkdesk Main Business Overview

11.3.5 Talkdesk Latest Developments

11.4 Genesys

11.4.1 Genesys Company Information

11.4.2 Genesys Contact Center as a Service Product Offered

11.4.3 Genesys Contact Center as a Service Revenue, Gross Margin and Market Share (2019-2024)

11.4.4 Genesys Main Business Overview

11.4.5 Genesys Latest Developments

11.5 8x8

11.5.1 8x8 Company Information

11.5.2 8x8 Contact Center as a Service Product Offered

11.5.3 8x8 Contact Center as a Service Revenue, Gross Margin and Market Share (2019-2024)

11.5.4 8x8 Main Business Overview

11.5.5 8x8 Latest Developments

11.6 NewVoiceMedia

11.6.1 NewVoiceMedia Company Information

11.6.2 NewVoiceMedia Contact Center as a Service Product Offered

11.6.3 NewVoiceMedia Contact Center as a Service Revenue, Gross Margin and Market Share (2019-2024)

11.6.4 NewVoiceMedia Main Business Overview

11.6.5 NewVoiceMedia Latest Developments

11.7 Serenova

11.7.1 Serenova Company Information

11.7.2 Serenova Contact Center as a Service Product Offered

11.7.3 Serenova Contact Center as a Service Revenue, Gross Margin and Market

Share (2019-2024)

11.7.4 Serenova Main Business Overview

11.7.5 Serenova Latest Developments

11.8 Connect First

11.8.1 Connect First Company Information

11.8.2 Connect First Contact Center as a Service Product Offered

11.8.3 Connect First Contact Center as a Service Revenue, Gross Margin and Market

Share (2019-2024)

11.8.4 Connect First Main Business Overview

11.8.5 Connect First Latest Developments

11.9 Noble Systems

11.9.1 Noble Systems Company Information

11.9.2 Noble Systems Contact Center as a Service Product Offered

11.9.3 Noble Systems Contact Center as a Service Revenue, Gross Margin and

Market Share (2019-2024)

11.9.4 Noble Systems Main Business Overview

11.9.5 Noble Systems Latest Developments

11.10 Cisco (BroadSoft)

11.10.1 Cisco (BroadSoft) Company Information

11.10.2 Cisco (BroadSoft) Contact Center as a Service Product Offered

11.10.3 Cisco (BroadSoft) Contact Center as a Service Revenue, Gross Margin and

Market Share (2019-2024)

11.10.4 Cisco (BroadSoft) Main Business Overview

11.10.5 Cisco (BroadSoft) Latest Developments

11.11 Evolve IP

11.11.1 Evolve IP Company Information

11.11.2 Evolve IP Contact Center as a Service Product Offered

11.11.3 Evolve IP Contact Center as a Service Revenue, Gross Margin and Market

Share (2019-2024)

11.11.4 Evolve IP Main Business Overview

11.11.5 Evolve IP Latest Developments

11.12 Nuance

11.12.1 Nuance Company Information

11.12.2 Nuance Contact Center as a Service Product Offered

11.12.3 Nuance Contact Center as a Service Revenue, Gross Margin and Market

Share (2019-2024)

11.12.4 Nuance Main Business Overview

11.12.5 Nuance Latest Developments

11.13 Talkdesk

- 11.13.1 Talkdesk Company Information
- 11.13.2 Talkdesk Contact Center as a Service Product Offered
- 11.13.3 Talkdesk Contact Center as a Service Revenue, Gross Margin and Market Share (2019-2024)
- 11.13.4 Talkdesk Main Business Overview
- 11.13.5 Talkdesk Latest Developments
- 11.14 Genesys
 - 11.14.1 Genesys Company Information
 - 11.14.2 Genesys Contact Center as a Service Product Offered
 - 11.14.3 Genesys Contact Center as a Service Revenue, Gross Margin and Market Share (2019-2024)
 - 11.14.4 Genesys Main Business Overview
 - 11.14.5 Genesys Latest Developments
- 11.15 NewVoiceMedia
 - 11.15.1 NewVoiceMedia Company Information
 - 11.15.2 NewVoiceMedia Contact Center as a Service Product Offered
 - 11.15.3 NewVoiceMedia Contact Center as a Service Revenue, Gross Margin and Market Share (2019-2024)
 - 11.15.4 NewVoiceMedia Main Business Overview
 - 11.15.5 NewVoiceMedia Latest Developments
- 11.16 Content Guru
 - 11.16.1 Content Guru Company Information
 - 11.16.2 Content Guru Contact Center as a Service Product Offered
 - 11.16.3 Content Guru Contact Center as a Service Revenue, Gross Margin and Market Share (2019-2024)
 - 11.16.4 Content Guru Main Business Overview
 - 11.16.5 Content Guru Latest Developments
- 11.17 Puzzel (Intelecom)
 - 11.17.1 Puzzel (Intelecom) Company Information
 - 11.17.2 Puzzel (Intelecom) Contact Center as a Service Product Offered
 - 11.17.3 Puzzel (Intelecom) Contact Center as a Service Revenue, Gross Margin and Market Share (2019-2024)
 - 11.17.4 Puzzel (Intelecom) Main Business Overview
 - 11.17.5 Puzzel (Intelecom) Latest Developments
- 11.18 Orange Business
 - 11.18.1 Orange Business Company Information
 - 11.18.2 Orange Business Contact Center as a Service Product Offered
 - 11.18.3 Orange Business Contact Center as a Service Revenue, Gross Margin and Market Share (2019-2024)

11.18.4 Orange Business Main Business Overview

11.18.5 Orange Business Latest Developments

11.19 Services

11.19.1 Services Company Information

11.19.2 Services Contact Center as a Service Product Offered

11.19.3 Services Contact Center as a Service Revenue, Gross Margin and Market Share (2019-2024)

11.19.4 Services Main Business Overview

11.19.5 Services Latest Developments

11.20 Capgemini

11.20.1 Capgemini Company Information

11.20.2 Capgemini Contact Center as a Service Product Offered

11.20.3 Capgemini Contact Center as a Service Revenue, Gross Margin and Market Share (2019-2024)

11.20.4 Capgemini Main Business Overview

11.20.5 Capgemini Latest Developments

11.21 BT

11.21.1 BT Company Information

11.21.2 BT Contact Center as a Service Product Offered

11.21.3 BT Contact Center as a Service Revenue, Gross Margin and Market Share (2019-2024)

11.21.4 BT Main Business Overview

11.21.5 BT Latest Developments

12 RESEARCH FINDINGS AND CONCLUSION

List Of Tables

LIST OF TABLES

Table 1. Contact Center as a Service Market Size CAGR by Region (2019 VS 2023 VS 2030) & (\$ Millions)

Table 2. Major Players of Onshore Outsourcing

Table 3. Major Players of Offshore Outsourcing

Table 4. Contact Center as a Service Market Size CAGR by Type (2019 VS 2023 VS 2030) & (\$ Millions)

Table 5. Global Contact Center as a Service Market Size by Type (2019-2024) & (\$ Millions)

Table 6. Global Contact Center as a Service Market Size Market Share by Type (2019-2024)

Table 7. Contact Center as a Service Market Size CAGR by Application (2019 VS 2023 VS 2030) & (\$ Millions)

Table 8. Global Contact Center as a Service Market Size by Application (2019-2024) & (\$ Millions)

Table 9. Global Contact Center as a Service Market Size Market Share by Application (2019-2024)

Table 10. Global Contact Center as a Service Revenue by Players (2019-2024) & (\$ Millions)

Table 11. Global Contact Center as a Service Revenue Market Share by Player (2019-2024)

Table 12. Contact Center as a Service Key Players Head office and Products Offered

Table 13. Contact Center as a Service Concentration Ratio (CR3, CR5 and CR10) & (2022-2024)

Table 14. New Products and Potential Entrants

Table 15. Mergers & Acquisitions, Expansion

Table 16. Global Contact Center as a Service Market Size by Regions 2019-2024 & (\$ Millions)

Table 17. Global Contact Center as a Service Market Size Market Share by Regions (2019-2024)

Table 18. Global Contact Center as a Service Revenue by Country/Region (2019-2024) & (\$ millions)

Table 19. Global Contact Center as a Service Revenue Market Share by Country/Region (2019-2024)

Table 20. Americas Contact Center as a Service Market Size by Country (2019-2024) & (\$ Millions)

Table 21. Americas Contact Center as a Service Market Size Market Share by Country (2019-2024)

Table 22. Americas Contact Center as a Service Market Size by Type (2019-2024) & (\$ Millions)

Table 23. Americas Contact Center as a Service Market Size Market Share by Type (2019-2024)

Table 24. Americas Contact Center as a Service Market Size by Application (2019-2024) & (\$ Millions)

Table 25. Americas Contact Center as a Service Market Size Market Share by Application (2019-2024)

Table 26. APAC Contact Center as a Service Market Size by Region (2019-2024) & (\$ Millions)

Table 27. APAC Contact Center as a Service Market Size Market Share by Region (2019-2024)

Table 28. APAC Contact Center as a Service Market Size by Type (2019-2024) & (\$ Millions)

Table 29. APAC Contact Center as a Service Market Size Market Share by Type (2019-2024)

Table 30. APAC Contact Center as a Service Market Size by Application (2019-2024) & (\$ Millions)

Table 31. APAC Contact Center as a Service Market Size Market Share by Application (2019-2024)

Table 32. Europe Contact Center as a Service Market Size by Country (2019-2024) & (\$ Millions)

Table 33. Europe Contact Center as a Service Market Size Market Share by Country (2019-2024)

Table 34. Europe Contact Center as a Service Market Size by Type (2019-2024) & (\$ Millions)

Table 35. Europe Contact Center as a Service Market Size Market Share by Type (2019-2024)

Table 36. Europe Contact Center as a Service Market Size by Application (2019-2024) & (\$ Millions)

Table 37. Europe Contact Center as a Service Market Size Market Share by Application (2019-2024)

Table 38. Middle East & Africa Contact Center as a Service Market Size by Region (2019-2024) & (\$ Millions)

Table 39. Middle East & Africa Contact Center as a Service Market Size Market Share by Region (2019-2024)

Table 40. Middle East & Africa Contact Center as a Service Market Size by Type

(2019-2024) & (\$ Millions)

Table 41. Middle East & Africa Contact Center as a Service Market Size Market Share by Type (2019-2024)

Table 42. Middle East & Africa Contact Center as a Service Market Size by Application (2019-2024) & (\$ Millions)

Table 43. Middle East & Africa Contact Center as a Service Market Size Market Share by Application (2019-2024)

Table 44. Key Market Drivers & Growth Opportunities of Contact Center as a Service

Table 45. Key Market Challenges & Risks of Contact Center as a Service

Table 46. Key Industry Trends of Contact Center as a Service

Table 47. Global Contact Center as a Service Market Size Forecast by Regions (2025-2030) & (\$ Millions)

Table 48. Global Contact Center as a Service Market Size Market Share Forecast by Regions (2025-2030)

Table 49. Global Contact Center as a Service Market Size Forecast by Type (2025-2030) & (\$ Millions)

Table 50. Global Contact Center as a Service Market Size Forecast by Application (2025-2030) & (\$ Millions)

Table 51. Five9 Details, Company Type, Contact Center as a Service Area Served and Its Competitors

Table 52. Five9 Contact Center as a Service Product Offered

Table 53. Five9 Contact Center as a Service Revenue (\$ million), Gross Margin and Market Share (2019-2024)

Table 54. Five9 Main Business

Table 55. Five9 Latest Developments

Table 56. inContact Details, Company Type, Contact Center as a Service Area Served and Its Competitors

Table 57. inContact Contact Center as a Service Product Offered

Table 58. inContact Main Business

Table 59. inContact Contact Center as a Service Revenue (\$ million), Gross Margin and Market Share (2019-2024)

Table 60. inContact Latest Developments

Table 61. Talkdesk Details, Company Type, Contact Center as a Service Area Served and Its Competitors

Table 62. Talkdesk Contact Center as a Service Product Offered

Table 63. Talkdesk Main Business

Table 64. Talkdesk Contact Center as a Service Revenue (\$ million), Gross Margin and Market Share (2019-2024)

Table 65. Talkdesk Latest Developments

Table 66. Genesys Details, Company Type, Contact Center as a Service Area Served and Its Competitors

Table 67. Genesys Contact Center as a Service Product Offered

Table 68. Genesys Main Business

Table 69. Genesys Contact Center as a Service Revenue (\$ million), Gross Margin and Market Share (2019-2024)

Table 70. Genesys Latest Developments

Table 71. 8x8 Details, Company Type, Contact Center as a Service Area Served and Its Competitors

Table 72. 8x8 Contact Center as a Service Product Offered

Table 73. 8x8 Main Business

Table 74. 8x8 Contact Center as a Service Revenue (\$ million), Gross Margin and Market Share (2019-2024)

Table 75. 8x8 Latest Developments

Table 76. NewVoiceMedia Details, Company Type, Contact Center as a Service Area Served and Its Competitors

Table 77. NewVoiceMedia Contact Center as a Service Product Offered

Table 78. NewVoiceMedia Main Business

Table 79. NewVoiceMedia Contact Center as a Service Revenue (\$ million), Gross Margin and Market Share (2019-2024)

Table 80. NewVoiceMedia Latest Developments

Table 81. Serenova Details, Company Type, Contact Center as a Service Area Served and Its Competitors

Table 82. Serenova Contact Center as a Service Product Offered

Table 83. Serenova Main Business

Table 84. Serenova Contact Center as a Service Revenue (\$ million), Gross Margin and Market Share (2019-2024)

Table 85. Serenova Latest Developments

Table 86. Connect First Details, Company Type, Contact Center as a Service Area Served and Its Competitors

Table 87. Connect First Contact Center as a Service Product Offered

Table 88. Connect First Main Business

Table 89. Connect First Contact Center as a Service Revenue (\$ million), Gross Margin and Market Share (2019-2024)

Table 90. Connect First Latest Developments

Table 91. Noble Systems Details, Company Type, Contact Center as a Service Area Served and Its Competitors

Table 92. Noble Systems Contact Center as a Service Product Offered

Table 93. Noble Systems Main Business

Table 94. Noble Systems Contact Center as a Service Revenue (\$ million), Gross Margin and Market Share (2019-2024)

Table 95. Noble Systems Latest Developments

Table 96. Cisco (BroadSoft) Details, Company Type, Contact Center as a Service Area Served and Its Competitors

Table 97. Cisco (BroadSoft) Contact Center as a Service Product Offered

Table 98. Cisco (BroadSoft) Main Business

Table 99. Cisco (BroadSoft) Contact Center as a Service Revenue (\$ million), Gross Margin and Market Share (2019-2024)

Table 100. Cisco (BroadSoft) Latest Developments

Table 101. Evolve IP Details, Company Type, Contact Center as a Service Area Served and Its Competitors

Table 102. Evolve IP Contact Center as a Service Product Offered

Table 103. Evolve IP Contact Center as a Service Revenue (\$ million), Gross Margin and Market Share (2019-2024)

Table 104. Evolve IP Main Business

Table 105. Evolve IP Latest Developments

Table 106. Nuance Details, Company Type, Contact Center as a Service Area Served and Its Competitors

Table 107. Nuance Contact Center as a Service Product Offered

Table 108. Nuance Main Business

Table 109. Nuance Contact Center as a Service Revenue (\$ million), Gross Margin and Market Share (2019-2024)

Table 110. Nuance Latest Developments

Table 111. Talkdesk Details, Company Type, Contact Center as a Service Area Served and Its Competitors

Table 112. Talkdesk Contact Center as a Service Product Offered

Table 113. Talkdesk Main Business

Table 114. Talkdesk Contact Center as a Service Revenue (\$ million), Gross Margin and Market Share (2019-2024)

Table 115. Talkdesk Latest Developments

Table 116. Genesys Details, Company Type, Contact Center as a Service Area Served and Its Competitors

Table 117. Genesys Contact Center as a Service Product Offered

Table 118. Genesys Main Business

Table 119. Genesys Contact Center as a Service Revenue (\$ million), Gross Margin and Market Share (2019-2024)

Table 120. Genesys Latest Developments

Table 121. NewVoiceMedia Details, Company Type, Contact Center as a Service Area

Served and Its Competitors

Table 122. NewVoiceMedia Contact Center as a Service Product Offered

Table 123. NewVoiceMedia Main Business

Table 124. NewVoiceMedia Contact Center as a Service Revenue (\$ million), Gross Margin and Market Share (2019-2024)

Table 125. NewVoiceMedia Latest Developments

Table 126. Content Guru Details, Company Type, Contact Center as a Service Area Served and Its Competitors

Table 127. Content Guru Contact Center as a Service Product Offered

Table 128. Content Guru Main Business

Table 129. Content Guru Contact Center as a Service Revenue (\$ million), Gross Margin and Market Share (2019-2024)

Table 130. Content Guru Latest Developments

Table 131. Puzzel (Intelcom) Details, Company Type, Contact Center as a Service Area Served and Its Competitors

Table 132. Puzzel (Intelcom) Contact Center as a Service Product Offered

Table 133. Puzzel (Intelcom) Main Business

Table 134. Puzzel (Intelcom) Contact Center as a Service Revenue (\$ million), Gross Margin and Market Share (2019-2024)

Table 135. Puzzel (Intelcom) Latest Developments

Table 136. Orange Business Details, Company Type, Contact Center as a Service Area Served and Its Competitors

Table 137. Orange Business Contact Center as a Service Product Offered

Table 138. Orange Business Main Business

Table 139. Orange Business Contact Center as a Service Revenue (\$ million), Gross Margin and Market Share (2019-2024)

Table 140. Orange Business Latest Developments

Table 141. Services Details, Company Type, Contact Center as a Service Area Served and Its Competitors

Table 142. Services Contact Center as a Service Product Offered

Table 143. Services Main Business

Table 144. Services Contact Center as a Service Revenue (\$ million), Gross Margin and Market Share (2019-2024)

Table 145. Services Latest Developments

Table 146. Capgemini Details, Company Type, Contact Center as a Service Area Served and Its Competitors

Table 147. Capgemini Contact Center as a Service Product Offered

Table 148. Capgemini Main Business

Table 149. Capgemini Contact Center as a Service Revenue (\$ million), Gross Margin

and Market Share (2019-2024)

Table 150. Capgemini Latest Developments

Table 151. BT Details, Company Type, Contact Center as a Service Area Served and Its Competitors

Table 152. BT Contact Center as a Service Product Offered

Table 153. BT Contact Center as a Service Revenue (\$ million), Gross Margin and Market Share (2019-2024)

Table 154. BT Main Business

Table 155. BT Latest Developments

List Of Figures

LIST OF FIGURES

- Figure 1. Contact Center as a Service Report Years Considered
- Figure 2. Research Objectives
- Figure 3. Research Methodology
- Figure 4. Research Process and Data Source
- Figure 5. Global Contact Center as a Service Market Size Growth Rate 2019-2030 (\$ Millions)
- Figure 6. Contact Center as a Service Sales by Geographic Region (2019, 2023 & 2030) & (\$ millions)
- Figure 7. Contact Center as a Service Sales Market Share by Country/Region (2023)
- Figure 8. Contact Center as a Service Sales Market Share by Country/Region (2019, 2023 & 2030)
- Figure 9. Global Contact Center as a Service Market Size Market Share by Type in 2023
- Figure 10. Contact Center as a Service in Telecom & IT
- Figure 11. Global Contact Center as a Service Market: Telecom & IT (2019-2024) & (\$ Millions)
- Figure 12. Contact Center as a Service in BFSI
- Figure 13. Global Contact Center as a Service Market: BFSI (2019-2024) & (\$ Millions)
- Figure 14. Contact Center as a Service in Healthcare & Life Sciences
- Figure 15. Global Contact Center as a Service Market: Healthcare & Life Sciences (2019-2024) & (\$ Millions)
- Figure 16. Contact Center as a Service in Government & Public
- Figure 17. Global Contact Center as a Service Market: Government & Public (2019-2024) & (\$ Millions)
- Figure 18. Contact Center as a Service in Retail & Consumer Goods
- Figure 19. Global Contact Center as a Service Market: Retail & Consumer Goods (2019-2024) & (\$ Millions)
- Figure 20. Contact Center as a Service in Others
- Figure 21. Global Contact Center as a Service Market: Others (2019-2024) & (\$ Millions)
- Figure 22. Global Contact Center as a Service Market Size Market Share by Application in 2023
- Figure 23. Global Contact Center as a Service Revenue Market Share by Player in 2023
- Figure 24. Global Contact Center as a Service Market Size Market Share by Regions

(2019-2024)

Figure 25. Americas Contact Center as a Service Market Size 2019-2024 (\$ Millions)

Figure 26. APAC Contact Center as a Service Market Size 2019-2024 (\$ Millions)

Figure 27. Europe Contact Center as a Service Market Size 2019-2024 (\$ Millions)

Figure 28. Middle East & Africa Contact Center as a Service Market Size 2019-2024 (\$ Millions)

Figure 29. Americas Contact Center as a Service Value Market Share by Country in 2023

Figure 30. United States Contact Center as a Service Market Size Growth 2019-2024 (\$ Millions)

Figure 31. Canada Contact Center as a Service Market Size Growth 2019-2024 (\$ Millions)

Figure 32. Mexico Contact Center as a Service Market Size Growth 2019-2024 (\$ Millions)

Figure 33. Brazil Contact Center as a Service Market Size Growth 2019-2024 (\$ Millions)

Figure 34. APAC Contact Center as a Service Market Size Market Share by Region in 2023

Figure 35. APAC Contact Center as a Service Market Size Market Share by Type in 2023

Figure 36. APAC Contact Center as a Service Market Size Market Share by Application in 2023

Figure 37. China Contact Center as a Service Market Size Growth 2019-2024 (\$ Millions)

Figure 38. Japan Contact Center as a Service Market Size Growth 2019-2024 (\$ Millions)

Figure 39. Korea Contact Center as a Service Market Size Growth 2019-2024 (\$ Millions)

Figure 40. Southeast Asia Contact Center as a Service Market Size Growth 2019-2024 (\$ Millions)

Figure 41. India Contact Center as a Service Market Size Growth 2019-2024 (\$ Millions)

Figure 42. Australia Contact Center as a Service Market Size Growth 2019-2024 (\$ Millions)

Figure 43. Europe Contact Center as a Service Market Size Market Share by Country in 2023

Figure 44. Europe Contact Center as a Service Market Size Market Share by Type (2019-2024)

Figure 45. Europe Contact Center as a Service Market Size Market Share by Application (2019-2024)

Figure 46. Germany Contact Center as a Service Market Size Growth 2019-2024 (\$ Millions)

Figure 47. France Contact Center as a Service Market Size Growth 2019-2024 (\$ Millions)

Figure 48. UK Contact Center as a Service Market Size Growth 2019-2024 (\$ Millions)

Figure 49. Italy Contact Center as a Service Market Size Growth 2019-2024 (\$ Millions)

Figure 50. Russia Contact Center as a Service Market Size Growth 2019-2024 (\$ Millions)

Figure 51. Middle East & Africa Contact Center as a Service Market Size Market Share by Region (2019-2024)

Figure 52. Middle East & Africa Contact Center as a Service Market Size Market Share by Type (2019-2024)

Figure 53. Middle East & Africa Contact Center as a Service Market Size Market Share by Application (2019-2024)

Figure 54. Egypt Contact Center as a Service Market Size Growth 2019-2024 (\$ Millions)

Figure 55. South Africa Contact Center as a Service Market Size Growth 2019-2024 (\$ Millions)

Figure 56. Israel Contact Center as a Service Market Size Growth 2019-2024 (\$ Millions)

Figure 57. Turkey Contact Center as a Service Market Size Growth 2019-2024 (\$ Millions)

Figure 58. GCC Country Contact Center as a Service Market Size Growth 2019-2024 (\$ Millions)

Figure 59. Americas Contact Center as a Service Market Size 2025-2030 (\$ Millions)

Figure 60. APAC Contact Center as a Service Market Size 2025-2030 (\$ Millions)

Figure 61. Europe Contact Center as a Service Market Size 2025-2030 (\$ Millions)

Figure 62. Middle East & Africa Contact Center as a Service Market Size 2025-2030 (\$ Millions)

Figure 63. United States Contact Center as a Service Market Size 2025-2030 (\$ Millions)

Figure 64. Canada Contact Center as a Service Market Size 2025-2030 (\$ Millions)

Figure 65. Mexico Contact Center as a Service Market Size 2025-2030 (\$ Millions)

Figure 66. Brazil Contact Center as a Service Market Size 2025-2030 (\$ Millions)

Figure 67. China Contact Center as a Service Market Size 2025-2030 (\$ Millions)

Figure 68. Japan Contact Center as a Service Market Size 2025-2030 (\$ Millions)

Figure 69. Korea Contact Center as a Service Market Size 2025-2030 (\$ Millions)

Figure 70. Southeast Asia Contact Center as a Service Market Size 2025-2030 (\$ Millions)

- Figure 71. India Contact Center as a Service Market Size 2025-2030 (\$ Millions)
- Figure 72. Australia Contact Center as a Service Market Size 2025-2030 (\$ Millions)
- Figure 73. Germany Contact Center as a Service Market Size 2025-2030 (\$ Millions)
- Figure 74. France Contact Center as a Service Market Size 2025-2030 (\$ Millions)
- Figure 75. UK Contact Center as a Service Market Size 2025-2030 (\$ Millions)
- Figure 76. Italy Contact Center as a Service Market Size 2025-2030 (\$ Millions)
- Figure 77. Russia Contact Center as a Service Market Size 2025-2030 (\$ Millions)
- Figure 78. Spain Contact Center as a Service Market Size 2025-2030 (\$ Millions)
- Figure 79. Egypt Contact Center as a Service Market Size 2025-2030 (\$ Millions)
- Figure 80. South Africa Contact Center as a Service Market Size 2025-2030 (\$ Millions)
- Figure 81. Israel Contact Center as a Service Market Size 2025-2030 (\$ Millions)
- Figure 82. Turkey Contact Center as a Service Market Size 2025-2030 (\$ Millions)
- Figure 83. GCC Countries Contact Center as a Service Market Size 2025-2030 (\$ Millions)
- Figure 84. Global Contact Center as a Service Market Size Market Share Forecast by Type (2025-2030)
- Figure 85. Global Contact Center as a Service Market Size Market Share Forecast by Application (2025-2030)

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