

Global Contact Center Transformation Market Growth (Status and Outlook) 2023-2029

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Abstracts

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A contact center -- also referred to as a customer interaction center or e-contact center -- is a central point from which all customer interactions across various channels are managed. Their primary purpose is to provide customers with efficient and effective technical support, customer service and sales assistance. Digital transformation is changing the way we operate contact centers. New technologies are providing unprecedented insight into the way we interact with customers contextually along with increasing agent productivity.

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

This Insight Report provides a comprehensive analysis of the global Contact Center Transformation 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 Contact Center Transformation portfolios and capabilities, market entry strategies, market positions, and geographic footprints, to better understand these firms' unique position in an accelerating global Contact Center Transformation market.

This Insight Report evaluates the key market trends, drivers, and affecting factors shaping the global outlook for Contact Center Transformation 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 Contact Center Transformation.

The global Contact Center Transformation market size is projected to grow from US\$ million in 2022 to US\$ million in 2029; it is expected to grow at a CAGR of % from 2023 to 2029.

United States market for Contact Center Transformation is estimated to increase from US\$ million in 2022 to US\$ million by 2029, at a CAGR of % from 2023 through 2029.

China market for Contact Center Transformation is estimated to increase from US\$ million in 2022 to US\$ million by 2029, at a CAGR of % from 2023 through 2029.

Europe market for Contact Center Transformation is estimated to increase from US\$ million in 2022 to US\$ million by 2029, at a CAGR of % from 2023 through 2029.

Global key Contact Center Transformation players cover Amazon.com, Inc., Aspect Software, Inc., Avaya Inc., Five9, Inc., NICE InContact, Genesys Telecommunications Laboratories, Inc., Seranova (Lifesize), Talkdesk, Inc. and Vonage Holdings Corp., etc. In terms of revenue, the global two largest companies occupied for a share nearly % in 2022.

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

Market Segmentation:

Segmentation by type

Cloud-Based

On-Premise

Segmentation by application

BFSI

Consumer Goods & Retail

Government

Healthcare

IT & Telecom

Travel & Hospitality

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.

Amazon.com, Inc.

Aspect Software, Inc.

Avaya Inc.

Five9, Inc.

NICE InContact

Genesys Telecommunications Laboratories, Inc.

Seranova (Lifesize)

Talkdesk, Inc.

Vonage Holdings Corp.

Salesforce.com, Inc.

Twilio Inc.

RingCentral, Inc.

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