

Global Contact and Call Centre Outsourcing Market Growth (Status and Outlook) 2023-2029

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Abstracts

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Contact and Call Centers act as a central point in an enterprise from where all customer contacts are managed. They play a prominent role within an enterprise's broad customer management strategies. Contact and Call Center Outsourcing service refers to assigning the Contact Center Outsourcing service of your company to another company with an agreement between both the companies. They hire another company that have experienced, professionally skilled and qualified staff to handle their contact centers and customer services.

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

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

This Insight Report evaluates the key market trends, drivers, and affecting factors shaping the global outlook for Contact and Call Centre Outsourcing 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 and Call Centre Outsourcing.

The global Contact and Call Centre Outsourcing 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 and Call Centre Outsourcing 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 and Call Centre Outsourcing 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 and Call Centre Outsourcing 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 and Call Centre Outsourcing players cover Teleperformance, Synnex, Alorica, Atento, Acticall Sitel Group, Arvato, Sykes, TTEC and SERCO GROUP, 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 and Call Centre Outsourcing market by product type, application, key players and key regions and countries.

Market Segmentation:

Segmentation by type

On-Premise Type

Cloud-based Type

Segmentation by application

BFSI

Retail

Government and Public Sector

IT & Telecommunication

Healthcare and Life Sciences

Manufacturing

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.

Teleperformance

Synnex

Alorica

Atento

Acticall Sitel Group

Arvato

Sykes

TTEC

SERCO GROUP

Xerox Corporation

CGS Inc

Webhelp

StarTek

Grupo Konecra

Carlyle Group (Comdata)

Capita

Hinduja Global Solutions (HGS)

Transcosmos

Five9

Transcom

HKT Teleservices

Telekom Malaysia (VADS)

Invensis Technologies

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