

# Global CRM Customer Engagement Center Market Growth (Status and Outlook) 2024-2030

<https://marketpublishers.com/r/G10C1258D7EEN.html>

Date: March 2024

Pages: 113

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

ID: G10C1258D7EEN

## 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 CRM Customer Engagement Center market size was valued at US\$ 1703.1 million in 2023. With growing demand in downstream market, the CRM Customer Engagement Center is forecast to a readjusted size of US\$ 3097.7 million by 2030 with a CAGR of 8.9% during review period.

The research report highlights the growth potential of the global CRM Customer Engagement Center market. CRM Customer Engagement Center 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 CRM Customer Engagement Center. 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 CRM Customer Engagement Center market.

CRM Customer Engagement Center (CEC) is a type of software application that enables customer service and support agents to engage customers through their preferred communication channel. It provides intelligent and proactive support by answering questions, solving problems, and giving advice. It also orchestrates and automates the customer service processes through a case management system that involves both assisted and self-service experiences. CRM Customer Engagement Center (CEC) is a subset of CRM (customer relationship management) software systems that focuses on customer support services.

The industry trend of CRM Customer Engagement Center (CEC) is driven by the increasing consumer demand for more convenient and flexible shopping options across multiple channels. According to Gartner's 2021 Market Guide for CRM Customer Engagement Center report<sup>1</sup>, the market is experiencing renewed interest due to the impact of the COVID-19 pandemic on consumer behavior and retail operations. Retailers are looking for solutions that can help them adapt to the changing customer expectations and preferences for omnichannel fulfillment services such as buy online pick up in store (BOPIS), curbside pickup, ship from store (SFS), etc. The report also notes that the market is shifting towards more cloud-native solutions that can offer more scalability, agility, and innovation than traditional on-premise solutions. Additionally, the market is also moving towards more intelligent solutions that can leverage artificial intelligence (AI) and machine learning (ML) to optimize inventory allocation and order routing decisions based on various factors such as demand patterns, fulfillment costs, service levels, etc.

#### Key Features:

The report on CRM Customer Engagement Center 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 CRM Customer Engagement Center market. It may include historical data, market segmentation by Type (e.g., Cloud Based, Web Based), and regional breakdowns.

**Market Drivers and Challenges:** The report can identify and analyse the factors driving the growth of the CRM Customer Engagement Center 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 CRM Customer Engagement Center 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 CRM Customer Engagement Center industry. This include advancements in CRM Customer Engagement Center technology, CRM

Customer Engagement Center new entrants, CRM Customer Engagement Center new investment, and other innovations that are shaping the future of CRM Customer Engagement Center.

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

**Government Policies and Incentives:** The research report analyse the impact of government policies and incentives on the CRM Customer Engagement Center market. This may include an assessment of regulatory frameworks, subsidies, tax incentives, and other measures aimed at promoting CRM Customer Engagement Center 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 CRM Customer Engagement Center market.

**Market Forecasts and Future Outlook:** Based on the analysis conducted, the research report provide market forecasts and outlook for the CRM Customer Engagement Center 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 CRM Customer Engagement Center market.

**Market Segmentation:**

CRM Customer Engagement Center 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

Cloud Based

Web Based

Segmentation by application

Large Enterprises

SMEs

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.

Freshworks

Zoho

Zendesk

Salesforce

Oracle

ServiceNow

Vtiger

SAP

SugarCRM

Microsoft

Verint Systems

eGain

Pegasystems

CRMNEXT

## 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 CRM Customer Engagement Center Market Size 2019-2030
  - 2.1.2 CRM Customer Engagement Center Market Size CAGR by Region 2019 VS 2023 VS 2030
- 2.2 CRM Customer Engagement Center Segment by Type
  - 2.2.1 Cloud Based
  - 2.2.2 Web Based
- 2.3 CRM Customer Engagement Center Market Size by Type
  - 2.3.1 CRM Customer Engagement Center Market Size CAGR by Type (2019 VS 2023 VS 2030)
  - 2.3.2 Global CRM Customer Engagement Center Market Size Market Share by Type (2019-2024)
- 2.4 CRM Customer Engagement Center Segment by Application
  - 2.4.1 Large Enterprises
  - 2.4.2 SMEs
- 2.5 CRM Customer Engagement Center Market Size by Application
  - 2.5.1 CRM Customer Engagement Center Market Size CAGR by Application (2019 VS 2023 VS 2030)
  - 2.5.2 Global CRM Customer Engagement Center Market Size Market Share by Application (2019-2024)

### **3 CRM CUSTOMER ENGAGEMENT CENTER MARKET SIZE BY PLAYER**

- 3.1 CRM Customer Engagement Center Market Size Market Share by Players

- 3.1.1 Global CRM Customer Engagement Center Revenue by Players (2019-2024)
- 3.1.2 Global CRM Customer Engagement Center Revenue Market Share by Players (2019-2024)
- 3.2 Global CRM Customer Engagement Center 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 CRM CUSTOMER ENGAGEMENT CENTER BY REGIONS**

- 4.1 CRM Customer Engagement Center Market Size by Regions (2019-2024)
- 4.2 Americas CRM Customer Engagement Center Market Size Growth (2019-2024)
- 4.3 APAC CRM Customer Engagement Center Market Size Growth (2019-2024)
- 4.4 Europe CRM Customer Engagement Center Market Size Growth (2019-2024)
- 4.5 Middle East & Africa CRM Customer Engagement Center Market Size Growth (2019-2024)

## **5 AMERICAS**

- 5.1 Americas CRM Customer Engagement Center Market Size by Country (2019-2024)
- 5.2 Americas CRM Customer Engagement Center Market Size by Type (2019-2024)
- 5.3 Americas CRM Customer Engagement Center Market Size by Application (2019-2024)
- 5.4 United States
- 5.5 Canada
- 5.6 Mexico
- 5.7 Brazil

## **6 APAC**

- 6.1 APAC CRM Customer Engagement Center Market Size by Region (2019-2024)
- 6.2 APAC CRM Customer Engagement Center Market Size by Type (2019-2024)
- 6.3 APAC CRM Customer Engagement Center 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 CRM Customer Engagement Center by Country (2019-2024)

7.2 Europe CRM Customer Engagement Center Market Size by Type (2019-2024)

7.3 Europe CRM Customer Engagement Center 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 CRM Customer Engagement Center by Region (2019-2024)

8.2 Middle East & Africa CRM Customer Engagement Center Market Size by Type (2019-2024)

8.3 Middle East & Africa CRM Customer Engagement Center 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 CRM CUSTOMER ENGAGEMENT CENTER MARKET FORECAST**

10.1 Global CRM Customer Engagement Center Forecast by Regions (2025-2030)

10.1.1 Global CRM Customer Engagement Center Forecast by Regions (2025-2030)

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

## **11 KEY PLAYERS ANALYSIS**

- 11.1 Freshworks
  - 11.1.1 Freshworks Company Information
  - 11.1.2 Freshworks CRM Customer Engagement Center Product Offered
  - 11.1.3 Freshworks CRM Customer Engagement Center Revenue, Gross Margin and Market Share (2019-2024)

- 11.1.4 Freshworks Main Business Overview
- 11.1.5 Freshworks Latest Developments
- 11.2 Zoho
  - 11.2.1 Zoho Company Information
  - 11.2.2 Zoho CRM Customer Engagement Center Product Offered
  - 11.2.3 Zoho CRM Customer Engagement Center Revenue, Gross Margin and Market Share (2019-2024)
  - 11.2.4 Zoho Main Business Overview
  - 11.2.5 Zoho Latest Developments
- 11.3 Zendesk
  - 11.3.1 Zendesk Company Information
  - 11.3.2 Zendesk CRM Customer Engagement Center Product Offered
  - 11.3.3 Zendesk CRM Customer Engagement Center Revenue, Gross Margin and Market Share (2019-2024)
  - 11.3.4 Zendesk Main Business Overview
  - 11.3.5 Zendesk Latest Developments
- 11.4 Salesforce
  - 11.4.1 Salesforce Company Information
  - 11.4.2 Salesforce CRM Customer Engagement Center Product Offered
  - 11.4.3 Salesforce CRM Customer Engagement Center Revenue, Gross Margin and Market Share (2019-2024)
  - 11.4.4 Salesforce Main Business Overview
  - 11.4.5 Salesforce Latest Developments
- 11.5 Oracle
  - 11.5.1 Oracle Company Information
  - 11.5.2 Oracle CRM Customer Engagement Center Product Offered
  - 11.5.3 Oracle CRM Customer Engagement Center Revenue, Gross Margin and Market Share (2019-2024)
  - 11.5.4 Oracle Main Business Overview
  - 11.5.5 Oracle Latest Developments
- 11.6 ServiceNow
  - 11.6.1 ServiceNow Company Information
  - 11.6.2 ServiceNow CRM Customer Engagement Center Product Offered
  - 11.6.3 ServiceNow CRM Customer Engagement Center Revenue, Gross Margin and Market Share (2019-2024)
  - 11.6.4 ServiceNow Main Business Overview
  - 11.6.5 ServiceNow Latest Developments
- 11.7 Vtiger
  - 11.7.1 Vtiger Company Information

- 11.7.2 Vtiger CRM Customer Engagement Center Product Offered
- 11.7.3 Vtiger CRM Customer Engagement Center Revenue, Gross Margin and Market Share (2019-2024)
- 11.7.4 Vtiger Main Business Overview
- 11.7.5 Vtiger Latest Developments
- 11.8 SAP
  - 11.8.1 SAP Company Information
  - 11.8.2 SAP CRM Customer Engagement Center Product Offered
  - 11.8.3 SAP CRM Customer Engagement Center Revenue, Gross Margin and Market Share (2019-2024)
  - 11.8.4 SAP Main Business Overview
  - 11.8.5 SAP Latest Developments
- 11.9 SugarCRM
  - 11.9.1 SugarCRM Company Information
  - 11.9.2 SugarCRM CRM Customer Engagement Center Product Offered
  - 11.9.3 SugarCRM CRM Customer Engagement Center Revenue, Gross Margin and Market Share (2019-2024)
  - 11.9.4 SugarCRM Main Business Overview
  - 11.9.5 SugarCRM Latest Developments
- 11.10 Microsoft
  - 11.10.1 Microsoft Company Information
  - 11.10.2 Microsoft CRM Customer Engagement Center Product Offered
  - 11.10.3 Microsoft CRM Customer Engagement Center Revenue, Gross Margin and Market Share (2019-2024)
  - 11.10.4 Microsoft Main Business Overview
  - 11.10.5 Microsoft Latest Developments
- 11.11 Verint Systems
  - 11.11.1 Verint Systems Company Information
  - 11.11.2 Verint Systems CRM Customer Engagement Center Product Offered
  - 11.11.3 Verint Systems CRM Customer Engagement Center Revenue, Gross Margin and Market Share (2019-2024)
  - 11.11.4 Verint Systems Main Business Overview
  - 11.11.5 Verint Systems Latest Developments
- 11.12 eGain
  - 11.12.1 eGain Company Information
  - 11.12.2 eGain CRM Customer Engagement Center Product Offered
  - 11.12.3 eGain CRM Customer Engagement Center Revenue, Gross Margin and Market Share (2019-2024)
  - 11.12.4 eGain Main Business Overview

11.12.5 eGain Latest Developments

11.13 Pegasystems

11.13.1 Pegasystems Company Information

11.13.2 Pegasystems CRM Customer Engagement Center Product Offered

11.13.3 Pegasystems CRM Customer Engagement Center Revenue, Gross Margin and Market Share (2019-2024)

11.13.4 Pegasystems Main Business Overview

11.13.5 Pegasystems Latest Developments

11.14 CRMNEXT

11.14.1 CRMNEXT Company Information

11.14.2 CRMNEXT CRM Customer Engagement Center Product Offered

11.14.3 CRMNEXT CRM Customer Engagement Center Revenue, Gross Margin and Market Share (2019-2024)

11.14.4 CRMNEXT Main Business Overview

11.14.5 CRMNEXT Latest Developments

## **12 RESEARCH FINDINGS AND CONCLUSION**

## List Of Tables

### LIST OF TABLES

Table 1. CRM Customer Engagement Center Market Size CAGR by Region (2019 VS 2023 VS 2030) & (\$ Millions)

Table 2. Major Players of Cloud Based

Table 3. Major Players of Web Based

Table 4. CRM Customer Engagement Center Market Size CAGR by Type (2019 VS 2023 VS 2030) & (\$ Millions)

Table 5. Global CRM Customer Engagement Center Market Size by Type (2019-2024) & (\$ Millions)

Table 6. Global CRM Customer Engagement Center Market Size Market Share by Type (2019-2024)

Table 7. CRM Customer Engagement Center Market Size CAGR by Application (2019 VS 2023 VS 2030) & (\$ Millions)

Table 8. Global CRM Customer Engagement Center Market Size by Application (2019-2024) & (\$ Millions)

Table 9. Global CRM Customer Engagement Center Market Size Market Share by Application (2019-2024)

Table 10. Global CRM Customer Engagement Center Revenue by Players (2019-2024) & (\$ Millions)

Table 11. Global CRM Customer Engagement Center Revenue Market Share by Player (2019-2024)

Table 12. CRM Customer Engagement Center Key Players Head office and Products Offered

Table 13. CRM Customer Engagement Center Concentration Ratio (CR3, CR5 and CR10) & (2022-2024)

Table 14. New Products and Potential Entrants

Table 15. Mergers & Acquisitions, Expansion

Table 16. Global CRM Customer Engagement Center Market Size by Regions 2019-2024 & (\$ Millions)

Table 17. Global CRM Customer Engagement Center Market Size Market Share by Regions (2019-2024)

Table 18. Global CRM Customer Engagement Center Revenue by Country/Region (2019-2024) & (\$ millions)

Table 19. Global CRM Customer Engagement Center Revenue Market Share by Country/Region (2019-2024)

Table 20. Americas CRM Customer Engagement Center Market Size by Country

(2019-2024) & (\$ Millions)

Table 21. Americas CRM Customer Engagement Center Market Size Market Share by Country (2019-2024)

Table 22. Americas CRM Customer Engagement Center Market Size by Type (2019-2024) & (\$ Millions)

Table 23. Americas CRM Customer Engagement Center Market Size Market Share by Type (2019-2024)

Table 24. Americas CRM Customer Engagement Center Market Size by Application (2019-2024) & (\$ Millions)

Table 25. Americas CRM Customer Engagement Center Market Size Market Share by Application (2019-2024)

Table 26. APAC CRM Customer Engagement Center Market Size by Region (2019-2024) & (\$ Millions)

Table 27. APAC CRM Customer Engagement Center Market Size Market Share by Region (2019-2024)

Table 28. APAC CRM Customer Engagement Center Market Size by Type (2019-2024) & (\$ Millions)

Table 29. APAC CRM Customer Engagement Center Market Size Market Share by Type (2019-2024)

Table 30. APAC CRM Customer Engagement Center Market Size by Application (2019-2024) & (\$ Millions)

Table 31. APAC CRM Customer Engagement Center Market Size Market Share by Application (2019-2024)

Table 32. Europe CRM Customer Engagement Center Market Size by Country (2019-2024) & (\$ Millions)

Table 33. Europe CRM Customer Engagement Center Market Size Market Share by Country (2019-2024)

Table 34. Europe CRM Customer Engagement Center Market Size by Type (2019-2024) & (\$ Millions)

Table 35. Europe CRM Customer Engagement Center Market Size Market Share by Type (2019-2024)

Table 36. Europe CRM Customer Engagement Center Market Size by Application (2019-2024) & (\$ Millions)

Table 37. Europe CRM Customer Engagement Center Market Size Market Share by Application (2019-2024)

Table 38. Middle East & Africa CRM Customer Engagement Center Market Size by Region (2019-2024) & (\$ Millions)

Table 39. Middle East & Africa CRM Customer Engagement Center Market Size Market Share by Region (2019-2024)

Table 40. Middle East & Africa CRM Customer Engagement Center Market Size by Type (2019-2024) & (\$ Millions)

Table 41. Middle East & Africa CRM Customer Engagement Center Market Size Market Share by Type (2019-2024)

Table 42. Middle East & Africa CRM Customer Engagement Center Market Size by Application (2019-2024) & (\$ Millions)

Table 43. Middle East & Africa CRM Customer Engagement Center Market Size Market Share by Application (2019-2024)

Table 44. Key Market Drivers & Growth Opportunities of CRM Customer Engagement Center

Table 45. Key Market Challenges & Risks of CRM Customer Engagement Center

Table 46. Key Industry Trends of CRM Customer Engagement Center

Table 47. Global CRM Customer Engagement Center Market Size Forecast by Regions (2025-2030) & (\$ Millions)

Table 48. Global CRM Customer Engagement Center Market Size Market Share Forecast by Regions (2025-2030)

Table 49. Global CRM Customer Engagement Center Market Size Forecast by Type (2025-2030) & (\$ Millions)

Table 50. Global CRM Customer Engagement Center Market Size Forecast by Application (2025-2030) & (\$ Millions)

Table 51. Freshworks Details, Company Type, CRM Customer Engagement Center Area Served and Its Competitors

Table 52. Freshworks CRM Customer Engagement Center Product Offered

Table 53. Freshworks CRM Customer Engagement Center Revenue (\$ million), Gross Margin and Market Share (2019-2024)

Table 54. Freshworks Main Business

Table 55. Freshworks Latest Developments

Table 56. Zoho Details, Company Type, CRM Customer Engagement Center Area Served and Its Competitors

Table 57. Zoho CRM Customer Engagement Center Product Offered

Table 58. Zoho Main Business

Table 59. Zoho CRM Customer Engagement Center Revenue (\$ million), Gross Margin and Market Share (2019-2024)

Table 60. Zoho Latest Developments

Table 61. Zendesk Details, Company Type, CRM Customer Engagement Center Area Served and Its Competitors

Table 62. Zendesk CRM Customer Engagement Center Product Offered

Table 63. Zendesk Main Business

Table 64. Zendesk CRM Customer Engagement Center Revenue (\$ million), Gross



Margin and Market Share (2019-2024)

Table 65. Zendesk Latest Developments

Table 66. Salesforce Details, Company Type, CRM Customer Engagement Center Area Served and Its Competitors

Table 67. Salesforce CRM Customer Engagement Center Product Offered

Table 68. Salesforce Main Business

Table 69. Salesforce CRM Customer Engagement Center Revenue (\$ million), Gross Margin and Market Share (2019-2024)

Table 70. Salesforce Latest Developments

Table 71. Oracle Details, Company Type, CRM Customer Engagement Center Area Served and Its Competitors

Table 72. Oracle CRM Customer Engagement Center Product Offered

Table 73. Oracle Main Business

Table 74. Oracle CRM Customer Engagement Center Revenue (\$ million), Gross Margin and Market Share (2019-2024)

Table 75. Oracle Latest Developments

Table 76. ServiceNow Details, Company Type, CRM Customer Engagement Center Area Served and Its Competitors

Table 77. ServiceNow CRM Customer Engagement Center Product Offered

Table 78. ServiceNow Main Business

Table 79. ServiceNow CRM Customer Engagement Center Revenue (\$ million), Gross Margin and Market Share (2019-2024)

Table 80. ServiceNow Latest Developments

Table 81. Vtiger Details, Company Type, CRM Customer Engagement Center Area Served and Its Competitors

Table 82. Vtiger CRM Customer Engagement Center Product Offered

Table 83. Vtiger Main Business

Table 84. Vtiger CRM Customer Engagement Center Revenue (\$ million), Gross Margin and Market Share (2019-2024)

Table 85. Vtiger Latest Developments

Table 86. SAP Details, Company Type, CRM Customer Engagement Center Area Served and Its Competitors

Table 87. SAP CRM Customer Engagement Center Product Offered

Table 88. SAP Main Business

Table 89. SAP CRM Customer Engagement Center Revenue (\$ million), Gross Margin and Market Share (2019-2024)

Table 90. SAP Latest Developments

Table 91. SugarCRM Details, Company Type, CRM Customer Engagement Center Area Served and Its Competitors

- Table 92. SugarCRM CRM Customer Engagement Center Product Offered
- Table 93. SugarCRM Main Business
- Table 94. SugarCRM CRM Customer Engagement Center Revenue (\$ million), Gross Margin and Market Share (2019-2024)
- Table 95. SugarCRM Latest Developments
- Table 96. Microsoft Details, Company Type, CRM Customer Engagement Center Area Served and Its Competitors
- Table 97. Microsoft CRM Customer Engagement Center Product Offered
- Table 98. Microsoft Main Business
- Table 99. Microsoft CRM Customer Engagement Center Revenue (\$ million), Gross Margin and Market Share (2019-2024)
- Table 100. Microsoft Latest Developments
- Table 101. Verint Systems Details, Company Type, CRM Customer Engagement Center Area Served and Its Competitors
- Table 102. Verint Systems CRM Customer Engagement Center Product Offered
- Table 103. Verint Systems CRM Customer Engagement Center Revenue (\$ million), Gross Margin and Market Share (2019-2024)
- Table 104. Verint Systems Main Business
- Table 105. Verint Systems Latest Developments
- Table 106. eGain Details, Company Type, CRM Customer Engagement Center Area Served and Its Competitors
- Table 107. eGain CRM Customer Engagement Center Product Offered
- Table 108. eGain Main Business
- Table 109. eGain CRM Customer Engagement Center Revenue (\$ million), Gross Margin and Market Share (2019-2024)
- Table 110. eGain Latest Developments
- Table 111. Pegasystems Details, Company Type, CRM Customer Engagement Center Area Served and Its Competitors
- Table 112. Pegasystems CRM Customer Engagement Center Product Offered
- Table 113. Pegasystems Main Business
- Table 114. Pegasystems CRM Customer Engagement Center Revenue (\$ million), Gross Margin and Market Share (2019-2024)
- Table 115. Pegasystems Latest Developments
- Table 116. CRMNEXT Details, Company Type, CRM Customer Engagement Center Area Served and Its Competitors
- Table 117. CRMNEXT CRM Customer Engagement Center Product Offered
- Table 118. CRMNEXT Main Business
- Table 119. CRMNEXT CRM Customer Engagement Center Revenue (\$ million), Gross Margin and Market Share (2019-2024)

Table 120. CRMNEXT Latest Developments

## List Of Figures

### LIST OF FIGURES

Figure 1. CRM Customer Engagement Center Report Years Considered

Figure 2. Research Objectives

Figure 3. Research Methodology

Figure 4. Research Process and Data Source

Figure 5. Global CRM Customer Engagement Center Market Size Growth Rate 2019-2030 (\$ Millions)

Figure 6. CRM Customer Engagement Center Sales by Geographic Region (2019, 2023 & 2030) & (\$ millions)

Figure 7. CRM Customer Engagement Center Sales Market Share by Country/Region (2023)

Figure 8. CRM Customer Engagement Center Sales Market Share by Country/Region (2019, 2023 & 2030)

Figure 9. Global CRM Customer Engagement Center Market Size Market Share by Type in 2023

Figure 10. CRM Customer Engagement Center in Large Enterprises

Figure 11. Global CRM Customer Engagement Center Market: Large Enterprises (2019-2024) & (\$ Millions)

Figure 12. CRM Customer Engagement Center in SMEs

Figure 13. Global CRM Customer Engagement Center Market: SMEs (2019-2024) & (\$ Millions)

Figure 14. Global CRM Customer Engagement Center Market Size Market Share by Application in 2023

Figure 15. Global CRM Customer Engagement Center Revenue Market Share by Player in 2023

Figure 16. Global CRM Customer Engagement Center Market Size Market Share by Regions (2019-2024)

Figure 17. Americas CRM Customer Engagement Center Market Size 2019-2024 (\$ Millions)

Figure 18. APAC CRM Customer Engagement Center Market Size 2019-2024 (\$ Millions)

Figure 19. Europe CRM Customer Engagement Center Market Size 2019-2024 (\$ Millions)

Figure 20. Middle East & Africa CRM Customer Engagement Center Market Size 2019-2024 (\$ Millions)

Figure 21. Americas CRM Customer Engagement Center Value Market Share by

Country in 2023

Figure 22. United States CRM Customer Engagement Center Market Size Growth 2019-2024 (\$ Millions)

Figure 23. Canada CRM Customer Engagement Center Market Size Growth 2019-2024 (\$ Millions)

Figure 24. Mexico CRM Customer Engagement Center Market Size Growth 2019-2024 (\$ Millions)

Figure 25. Brazil CRM Customer Engagement Center Market Size Growth 2019-2024 (\$ Millions)

Figure 26. APAC CRM Customer Engagement Center Market Size Market Share by Region in 2023

Figure 27. APAC CRM Customer Engagement Center Market Size Market Share by Type in 2023

Figure 28. APAC CRM Customer Engagement Center Market Size Market Share by Application in 2023

Figure 29. China CRM Customer Engagement Center Market Size Growth 2019-2024 (\$ Millions)

Figure 30. Japan CRM Customer Engagement Center Market Size Growth 2019-2024 (\$ Millions)

Figure 31. Korea CRM Customer Engagement Center Market Size Growth 2019-2024 (\$ Millions)

Figure 32. Southeast Asia CRM Customer Engagement Center Market Size Growth 2019-2024 (\$ Millions)

Figure 33. India CRM Customer Engagement Center Market Size Growth 2019-2024 (\$ Millions)

Figure 34. Australia CRM Customer Engagement Center Market Size Growth 2019-2024 (\$ Millions)

Figure 35. Europe CRM Customer Engagement Center Market Size Market Share by Country in 2023

Figure 36. Europe CRM Customer Engagement Center Market Size Market Share by Type (2019-2024)

Figure 37. Europe CRM Customer Engagement Center Market Size Market Share by Application (2019-2024)

Figure 38. Germany CRM Customer Engagement Center Market Size Growth 2019-2024 (\$ Millions)

Figure 39. France CRM Customer Engagement Center Market Size Growth 2019-2024 (\$ Millions)

Figure 40. UK CRM Customer Engagement Center Market Size Growth 2019-2024 (\$ Millions)

Figure 41. Italy CRM Customer Engagement Center Market Size Growth 2019-2024 (\$ Millions)

Figure 42. Russia CRM Customer Engagement Center Market Size Growth 2019-2024 (\$ Millions)

Figure 43. Middle East & Africa CRM Customer Engagement Center Market Size Market Share by Region (2019-2024)

Figure 44. Middle East & Africa CRM Customer Engagement Center Market Size Market Share by Type (2019-2024)

Figure 45. Middle East & Africa CRM Customer Engagement Center Market Size Market Share by Application (2019-2024)

Figure 46. Egypt CRM Customer Engagement Center Market Size Growth 2019-2024 (\$ Millions)

Figure 47. South Africa CRM Customer Engagement Center Market Size Growth 2019-2024 (\$ Millions)

Figure 48. Israel CRM Customer Engagement Center Market Size Growth 2019-2024 (\$ Millions)

Figure 49. Turkey CRM Customer Engagement Center Market Size Growth 2019-2024 (\$ Millions)

Figure 50. GCC Country CRM Customer Engagement Center Market Size Growth 2019-2024 (\$ Millions)

Figure 51. Americas CRM Customer Engagement Center Market Size 2025-2030 (\$ Millions)

Figure 52. APAC CRM Customer Engagement Center Market Size 2025-2030 (\$ Millions)

Figure 53. Europe CRM Customer Engagement Center Market Size 2025-2030 (\$ Millions)

Figure 54. Middle East & Africa CRM Customer Engagement Center Market Size 2025-2030 (\$ Millions)

Figure 55. United States CRM Customer Engagement Center Market Size 2025-2030 (\$ Millions)

Figure 56. Canada CRM Customer Engagement Center Market Size 2025-2030 (\$ Millions)

Figure 57. Mexico CRM Customer Engagement Center Market Size 2025-2030 (\$ Millions)

Figure 58. Brazil CRM Customer Engagement Center Market Size 2025-2030 (\$ Millions)

Figure 59. China CRM Customer Engagement Center Market Size 2025-2030 (\$ Millions)

Figure 60. Japan CRM Customer Engagement Center Market Size 2025-2030 (\$

Millions)

Figure 61. Korea CRM Customer Engagement Center Market Size 2025-2030 (\$ Millions)

Figure 62. Southeast Asia CRM Customer Engagement Center Market Size 2025-2030 (\$ Millions)

Figure 63. India CRM Customer Engagement Center Market Size 2025-2030 (\$ Millions)

Figure 64. Australia CRM Customer Engagement Center Market Size 2025-2030 (\$ Millions)

Figure 65. Germany CRM Customer Engagement Center Market Size 2025-2030 (\$ Millions)

Figure 66. France CRM Customer Engagement Center Market Size 2025-2030 (\$ Millions)

Figure 67. UK CRM Customer Engagement Center Market Size 2025-2030 (\$ Millions)

Figure 68. Italy CRM Customer Engagement Center Market Size 2025-2030 (\$ Millions)

Figure 69. Russia CRM Customer Engagement Center Market Size 2025-2030 (\$ Millions)

Figure 70. Spain CRM Customer Engagement Center Market Size 2025-2030 (\$ Millions)

Figure 71. Egypt CRM Customer Engagement Center Market Size 2025-2030 (\$ Millions)

Figure 72. South Africa CRM Customer Engagement Center Market Size 2025-2030 (\$ Millions)

Figure 73. Israel CRM Customer Engagement Center Market Size 2025-2030 (\$ Millions)

Figure 74. Turkey CRM Customer Engagement Center Market Size 2025-2030 (\$ Millions)

Figure 75. GCC Countries CRM Customer Engagement Center Market Size 2025-2030 (\$ Millions)

Figure 76. Global CRM Customer Engagement Center Market Size Market Share Forecast by Type (2025-2030)

Figure 77. Global CRM Customer Engagement Center Market Size Market Share Forecast by Application (2025-2030)

## I would like to order

Product name: Global CRM Customer Engagement Center Market Growth (Status and Outlook)  
2024-2030

Product link: <https://marketpublishers.com/r/G10C1258D7EEN.html>

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

If you want to order Corporate License or Hard Copy, please, contact our Customer  
Service:

[info@marketpublishers.com](mailto:info@marketpublishers.com)

## Payment

To pay by Credit Card (Visa, MasterCard, American Express, PayPal), please, click  
button on product page <https://marketpublishers.com/r/G10C1258D7EEN.html>

To pay by Wire Transfer, please, fill in your contact details in the form  
below:

First name:  
Last name:  
Email:  
Company:  
Address:  
City:  
Zip code:  
Country:  
Tel:  
Fax:  
Your message:

**\*\*All fields are required**

Customer signature \_\_\_\_\_

Please, note that by ordering from marketpublishers.com you are agreeing to our Terms  
& Conditions at <https://marketpublishers.com/docs/terms.html>

To place an order via fax simply print this form, fill in the information below  
and fax the completed form to +44 20 7900 3970



