

# Global Customer Engagement Centers (CECs) Software Market Growth (Status and Outlook) 2023-2029

<https://marketpublishers.com/r/G72345ABA317EN.html>

Date: March 2023

Pages: 100

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

ID: G72345ABA317EN

## Abstracts

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

This market examines the global market for customer service and support applications that enable customer service and support agents to engage customers through their preferred communication channel. It covers a wide range of customer service applications for organizations with customer engagement centers (CECs), ranging from very small (fewer than 20 agents) through average size (50 agents) to very large, and distributed centers (over 10,000 agents). At the heart of a CEC is the need for a CRM application with the customer record (typically including account, contact information, purchase history, service history, and open marketing offers). Its core system function is case management, which can sometimes be referred to as incident management, trouble ticketing or problem resolution. It requires a strong ability to create, split, federate, join, assign and escalate cases, often in a collaborative environment.

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

This Insight Report provides a comprehensive analysis of the global Customer Engagement Centers (CECs) Software 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 Customer Engagement Centers (CECs) Software portfolios and capabilities, market entry strategies, market positions, and geographic footprints, to better understand these firms' unique position in an accelerating global Customer Engagement Centers (CECs) Software market.

This Insight Report evaluates the key market trends, drivers, and affecting factors shaping the global outlook for Customer Engagement Centers (CECs) Software 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 Customer Engagement Centers (CECs) Software.

The global Customer Engagement Centers (CECs) Software 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 Customer Engagement Centers (CECs) Software 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 Customer Engagement Centers (CECs) Software 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 Customer Engagement Centers (CECs) Software is estimated to increase from US\$ million in 2022 to US\$ million by 2029, at a CAGR of % from 2023 through 2029.

Global key Customer Engagement Centers (CECs) Software players cover Freshworks, Zoho, Zendesk, Salesforce, Oracle, ServiceNow, Vtiger, SAP and SugarCRM, 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 Customer Engagement Centers (CECs) Software market by product type, application, key players and key regions and countries.

Market Segmentation:

Segmentation by type

Cloud-Based

On-Premises

Segmentation by application

Large Enterprises(1000+ Users)

Medium-Sized Enterprise(499-1000 Users)

Small Enterprises(1-499 Users)

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 Customer Engagement Centers (CECs) Software Market Size 2018-2029
  - 2.1.2 Customer Engagement Centers (CECs) Software Market Size CAGR by Region 2018 VS 2022 VS 2029
- 2.2 Customer Engagement Centers (CECs) Software Segment by Type
  - 2.2.1 Cloud-Based
  - 2.2.2 On-Premises
- 2.3 Customer Engagement Centers (CECs) Software Market Size by Type
  - 2.3.1 Customer Engagement Centers (CECs) Software Market Size CAGR by Type (2018 VS 2022 VS 2029)
  - 2.3.2 Global Customer Engagement Centers (CECs) Software Market Size Market Share by Type (2018-2023)
- 2.4 Customer Engagement Centers (CECs) Software Segment by Application
  - 2.4.1 Large Enterprises(1000+ Users)
  - 2.4.2 Medium-Sized Enterprise(499-1000 Users)
  - 2.4.3 Small Enterprises(1-499 Users)
- 2.5 Customer Engagement Centers (CECs) Software Market Size by Application
  - 2.5.1 Customer Engagement Centers (CECs) Software Market Size CAGR by Application (2018 VS 2022 VS 2029)
  - 2.5.2 Global Customer Engagement Centers (CECs) Software Market Size Market Share by Application (2018-2023)

### 3 CUSTOMER ENGAGEMENT CENTERS (CECS) SOFTWARE MARKET SIZE BY PLAYER

### 3.1 Customer Engagement Centers (CECs) Software Market Size Market Share by Players

3.1.1 Global Customer Engagement Centers (CECs) Software Revenue by Players (2018-2023)

3.1.2 Global Customer Engagement Centers (CECs) Software Revenue Market Share by Players (2018-2023)

3.2 Global Customer Engagement Centers (CECs) Software 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) & (2021-2023)

3.4 New Products and Potential Entrants

3.5 Mergers & Acquisitions, Expansion

## **4 CUSTOMER ENGAGEMENT CENTERS (CECS) SOFTWARE BY REGIONS**

4.1 Customer Engagement Centers (CECs) Software Market Size by Regions (2018-2023)

4.2 Americas Customer Engagement Centers (CECs) Software Market Size Growth (2018-2023)

4.3 APAC Customer Engagement Centers (CECs) Software Market Size Growth (2018-2023)

4.4 Europe Customer Engagement Centers (CECs) Software Market Size Growth (2018-2023)

4.5 Middle East & Africa Customer Engagement Centers (CECs) Software Market Size Growth (2018-2023)

## **5 AMERICAS**

5.1 Americas Customer Engagement Centers (CECs) Software Market Size by Country (2018-2023)

5.2 Americas Customer Engagement Centers (CECs) Software Market Size by Type (2018-2023)

5.3 Americas Customer Engagement Centers (CECs) Software Market Size by Application (2018-2023)

5.4 United States

5.5 Canada

5.6 Mexico

## 5.7 Brazil

## **6 APAC**

6.1 APAC Customer Engagement Centers (CECs) Software Market Size by Region (2018-2023)

6.2 APAC Customer Engagement Centers (CECs) Software Market Size by Type (2018-2023)

6.3 APAC Customer Engagement Centers (CECs) Software Market Size by Application (2018-2023)

6.4 China

6.5 Japan

6.6 Korea

6.7 Southeast Asia

6.8 India

6.9 Australia

## **7 EUROPE**

7.1 Europe Customer Engagement Centers (CECs) Software by Country (2018-2023)

7.2 Europe Customer Engagement Centers (CECs) Software Market Size by Type (2018-2023)

7.3 Europe Customer Engagement Centers (CECs) Software Market Size by Application (2018-2023)

7.4 Germany

7.5 France

7.6 UK

7.7 Italy

7.8 Russia

## **8 MIDDLE EAST & AFRICA**

8.1 Middle East & Africa Customer Engagement Centers (CECs) Software by Region (2018-2023)

8.2 Middle East & Africa Customer Engagement Centers (CECs) Software Market Size by Type (2018-2023)

8.3 Middle East & Africa Customer Engagement Centers (CECs) Software Market Size by Application (2018-2023)

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 CUSTOMER ENGAGEMENT CENTERS (CECS) SOFTWARE MARKET FORECAST**

10.1 Global Customer Engagement Centers (CECs) Software Forecast by Regions (2024-2029)

10.1.1 Global Customer Engagement Centers (CECs) Software Forecast by Regions (2024-2029)

10.1.2 Americas Customer Engagement Centers (CECs) Software Forecast

10.1.3 APAC Customer Engagement Centers (CECs) Software Forecast

10.1.4 Europe Customer Engagement Centers (CECs) Software Forecast

10.1.5 Middle East & Africa Customer Engagement Centers (CECs) Software Forecast

10.2 Americas Customer Engagement Centers (CECs) Software Forecast by Country (2024-2029)

10.2.1 United States Customer Engagement Centers (CECs) Software Market Forecast

10.2.2 Canada Customer Engagement Centers (CECs) Software Market Forecast

10.2.3 Mexico Customer Engagement Centers (CECs) Software Market Forecast

10.2.4 Brazil Customer Engagement Centers (CECs) Software Market Forecast

10.3 APAC Customer Engagement Centers (CECs) Software Forecast by Region (2024-2029)

10.3.1 China Customer Engagement Centers (CECs) Software Market Forecast

10.3.2 Japan Customer Engagement Centers (CECs) Software Market Forecast

10.3.3 Korea Customer Engagement Centers (CECs) Software Market Forecast

10.3.4 Southeast Asia Customer Engagement Centers (CECs) Software Market Forecast

10.3.5 India Customer Engagement Centers (CECs) Software Market Forecast

10.3.6 Australia Customer Engagement Centers (CECs) Software Market Forecast

10.4 Europe Customer Engagement Centers (CECs) Software Forecast by Country

(2024-2029)

10.4.1 Germany Customer Engagement Centers (CECs) Software Market Forecast

10.4.2 France Customer Engagement Centers (CECs) Software Market Forecast

10.4.3 UK Customer Engagement Centers (CECs) Software Market Forecast

10.4.4 Italy Customer Engagement Centers (CECs) Software Market Forecast

10.4.5 Russia Customer Engagement Centers (CECs) Software Market Forecast

10.5 Middle East & Africa Customer Engagement Centers (CECs) Software Forecast by Region (2024-2029)

10.5.1 Egypt Customer Engagement Centers (CECs) Software Market Forecast

10.5.2 South Africa Customer Engagement Centers (CECs) Software Market Forecast

10.5.3 Israel Customer Engagement Centers (CECs) Software Market Forecast

10.5.4 Turkey Customer Engagement Centers (CECs) Software Market Forecast

10.5.5 GCC Countries Customer Engagement Centers (CECs) Software Market Forecast

10.6 Global Customer Engagement Centers (CECs) Software Forecast by Type (2024-2029)

10.7 Global Customer Engagement Centers (CECs) Software Forecast by Application (2024-2029)

## **11 KEY PLAYERS ANALYSIS**

11.1 Freshworks

11.1.1 Freshworks Company Information

11.1.2 Freshworks Customer Engagement Centers (CECs) Software Product Offered

11.1.3 Freshworks Customer Engagement Centers (CECs) Software Revenue, Gross Margin and Market Share (2018-2023)

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 Customer Engagement Centers (CECs) Software Product Offered

11.2.3 Zoho Customer Engagement Centers (CECs) Software Revenue, Gross Margin and Market Share (2018-2023)

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 Customer Engagement Centers (CECs) Software Product Offered

11.3.3 Zendesk Customer Engagement Centers (CECs) Software Revenue, Gross

## Margin and Market Share (2018-2023)

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 Customer Engagement Centers (CECs) Software Product Offered

11.4.3 Salesforce Customer Engagement Centers (CECs) Software Revenue, Gross

## Margin and Market Share (2018-2023)

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 Customer Engagement Centers (CECs) Software Product Offered

11.5.3 Oracle Customer Engagement Centers (CECs) Software Revenue, Gross

## Margin and Market Share (2018-2023)

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 Customer Engagement Centers (CECs) Software Product Offered

11.6.3 ServiceNow Customer Engagement Centers (CECs) Software Revenue, Gross

## Margin and Market Share (2018-2023)

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 Customer Engagement Centers (CECs) Software Product Offered

11.7.3 Vtiger Customer Engagement Centers (CECs) Software Revenue, Gross

## Margin and Market Share (2018-2023)

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 Customer Engagement Centers (CECs) Software Product Offered

11.8.3 SAP Customer Engagement Centers (CECs) Software Revenue, Gross Margin

## and Market Share (2018-2023)

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 Customer Engagement Centers (CECs) Software Product Offered
- 11.9.3 SugarCRM Customer Engagement Centers (CECs) Software Revenue, Gross Margin and Market Share (2018-2023)
- 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 Customer Engagement Centers (CECs) Software Product Offered
  - 11.10.3 Microsoft Customer Engagement Centers (CECs) Software Revenue, Gross Margin and Market Share (2018-2023)
  - 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 Customer Engagement Centers (CECs) Software Product Offered
  - 11.11.3 Verint Systems Customer Engagement Centers (CECs) Software Revenue, Gross Margin and Market Share (2018-2023)
  - 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 Customer Engagement Centers (CECs) Software Product Offered
  - 11.12.3 eGain Customer Engagement Centers (CECs) Software Revenue, Gross Margin and Market Share (2018-2023)
  - 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 Customer Engagement Centers (CECs) Software Product Offered
  - 11.13.3 Pegasystems Customer Engagement Centers (CECs) Software Revenue, Gross Margin and Market Share (2018-2023)
  - 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 Customer Engagement Centers (CECs) Software Product Offered

11.14.3 CRMNEXT Customer Engagement Centers (CECs) Software Revenue, Gross Margin and Market Share (2018-2023)

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. Customer Engagement Centers (CECs) Software Market Size CAGR by Region (2018 VS 2022 VS 2029) & (\$ Millions)

Table 2. Major Players of Cloud-Based

Table 3. Major Players of On-Premises

Table 4. Customer Engagement Centers (CECs) Software Market Size CAGR by Type (2018 VS 2022 VS 2029) & (\$ Millions)

Table 5. Global Customer Engagement Centers (CECs) Software Market Size by Type (2018-2023) & (\$ Millions)

Table 6. Global Customer Engagement Centers (CECs) Software Market Size Market Share by Type (2018-2023)

Table 7. Customer Engagement Centers (CECs) Software Market Size CAGR by Application (2018 VS 2022 VS 2029) & (\$ Millions)

Table 8. Global Customer Engagement Centers (CECs) Software Market Size by Application (2018-2023) & (\$ Millions)

Table 9. Global Customer Engagement Centers (CECs) Software Market Size Market Share by Application (2018-2023)

Table 10. Global Customer Engagement Centers (CECs) Software Revenue by Players (2018-2023) & (\$ Millions)

Table 11. Global Customer Engagement Centers (CECs) Software Revenue Market Share by Player (2018-2023)

Table 12. Customer Engagement Centers (CECs) Software Key Players Head office and Products Offered

Table 13. Customer Engagement Centers (CECs) Software Concentration Ratio (CR3, CR5 and CR10) & (2021-2023)

Table 14. New Products and Potential Entrants

Table 15. Mergers & Acquisitions, Expansion

Table 16. Global Customer Engagement Centers (CECs) Software Market Size by Regions 2018-2023 & (\$ Millions)

Table 17. Global Customer Engagement Centers (CECs) Software Market Size Market Share by Regions (2018-2023)

Table 18. Global Customer Engagement Centers (CECs) Software Revenue by Country/Region (2018-2023) & (\$ millions)

Table 19. Global Customer Engagement Centers (CECs) Software Revenue Market Share by Country/Region (2018-2023)

Table 20. Americas Customer Engagement Centers (CECs) Software Market Size by



Country (2018-2023) & (\$ Millions)

Table 21. Americas Customer Engagement Centers (CECs) Software Market Size Market Share by Country (2018-2023)

Table 22. Americas Customer Engagement Centers (CECs) Software Market Size by Type (2018-2023) & (\$ Millions)

Table 23. Americas Customer Engagement Centers (CECs) Software Market Size Market Share by Type (2018-2023)

Table 24. Americas Customer Engagement Centers (CECs) Software Market Size by Application (2018-2023) & (\$ Millions)

Table 25. Americas Customer Engagement Centers (CECs) Software Market Size Market Share by Application (2018-2023)

Table 26. APAC Customer Engagement Centers (CECs) Software Market Size by Region (2018-2023) & (\$ Millions)

Table 27. APAC Customer Engagement Centers (CECs) Software Market Size Market Share by Region (2018-2023)

Table 28. APAC Customer Engagement Centers (CECs) Software Market Size by Type (2018-2023) & (\$ Millions)

Table 29. APAC Customer Engagement Centers (CECs) Software Market Size Market Share by Type (2018-2023)

Table 30. APAC Customer Engagement Centers (CECs) Software Market Size by Application (2018-2023) & (\$ Millions)

Table 31. APAC Customer Engagement Centers (CECs) Software Market Size Market Share by Application (2018-2023)

Table 32. Europe Customer Engagement Centers (CECs) Software Market Size by Country (2018-2023) & (\$ Millions)

Table 33. Europe Customer Engagement Centers (CECs) Software Market Size Market Share by Country (2018-2023)

Table 34. Europe Customer Engagement Centers (CECs) Software Market Size by Type (2018-2023) & (\$ Millions)

Table 35. Europe Customer Engagement Centers (CECs) Software Market Size Market Share by Type (2018-2023)

Table 36. Europe Customer Engagement Centers (CECs) Software Market Size by Application (2018-2023) & (\$ Millions)

Table 37. Europe Customer Engagement Centers (CECs) Software Market Size Market Share by Application (2018-2023)

Table 38. Middle East & Africa Customer Engagement Centers (CECs) Software Market Size by Region (2018-2023) & (\$ Millions)

Table 39. Middle East & Africa Customer Engagement Centers (CECs) Software Market Size Market Share by Region (2018-2023)

Table 40. Middle East & Africa Customer Engagement Centers (CECs) Software Market Size by Type (2018-2023) & (\$ Millions)

Table 41. Middle East & Africa Customer Engagement Centers (CECs) Software Market Size Market Share by Type (2018-2023)

Table 42. Middle East & Africa Customer Engagement Centers (CECs) Software Market Size by Application (2018-2023) & (\$ Millions)

Table 43. Middle East & Africa Customer Engagement Centers (CECs) Software Market Size Market Share by Application (2018-2023)

Table 44. Key Market Drivers & Growth Opportunities of Customer Engagement Centers (CECs) Software

Table 45. Key Market Challenges & Risks of Customer Engagement Centers (CECs) Software

Table 46. Key Industry Trends of Customer Engagement Centers (CECs) Software

Table 47. Global Customer Engagement Centers (CECs) Software Market Size Forecast by Regions (2024-2029) & (\$ Millions)

Table 48. Global Customer Engagement Centers (CECs) Software Market Size Market Share Forecast by Regions (2024-2029)

Table 49. Global Customer Engagement Centers (CECs) Software Market Size Forecast by Type (2024-2029) & (\$ Millions)

Table 50. Global Customer Engagement Centers (CECs) Software Market Size Forecast by Application (2024-2029) & (\$ Millions)

Table 51. Freshworks Details, Company Type, Customer Engagement Centers (CECs) Software Area Served and Its Competitors

Table 52. Freshworks Customer Engagement Centers (CECs) Software Product Offered

Table 53. Freshworks Customer Engagement Centers (CECs) Software Revenue (\$ million), Gross Margin and Market Share (2018-2023)

Table 54. Freshworks Main Business

Table 55. Freshworks Latest Developments

Table 56. Zoho Details, Company Type, Customer Engagement Centers (CECs) Software Area Served and Its Competitors

Table 57. Zoho Customer Engagement Centers (CECs) Software Product Offered

Table 58. Zoho Main Business

Table 59. Zoho Customer Engagement Centers (CECs) Software Revenue (\$ million), Gross Margin and Market Share (2018-2023)

Table 60. Zoho Latest Developments

Table 61. Zendesk Details, Company Type, Customer Engagement Centers (CECs) Software Area Served and Its Competitors

Table 62. Zendesk Customer Engagement Centers (CECs) Software Product Offered



Table 63. Zendesk Main Business

Table 64. Zendesk Customer Engagement Centers (CECs) Software Revenue (\$ million), Gross Margin and Market Share (2018-2023)

Table 65. Zendesk Latest Developments

Table 66. Salesforce Details, Company Type, Customer Engagement Centers (CECs) Software Area Served and Its Competitors

Table 67. Salesforce Customer Engagement Centers (CECs) Software Product Offered

Table 68. Salesforce Main Business

Table 69. Salesforce Customer Engagement Centers (CECs) Software Revenue (\$ million), Gross Margin and Market Share (2018-2023)

Table 70. Salesforce Latest Developments

Table 71. Oracle Details, Company Type, Customer Engagement Centers (CECs) Software Area Served and Its Competitors

Table 72. Oracle Customer Engagement Centers (CECs) Software Product Offered

Table 73. Oracle Main Business

Table 74. Oracle Customer Engagement Centers (CECs) Software Revenue (\$ million), Gross Margin and Market Share (2018-2023)

Table 75. Oracle Latest Developments

Table 76. ServiceNow Details, Company Type, Customer Engagement Centers (CECs) Software Area Served and Its Competitors

Table 77. ServiceNow Customer Engagement Centers (CECs) Software Product Offered

Table 78. ServiceNow Main Business

Table 79. ServiceNow Customer Engagement Centers (CECs) Software Revenue (\$ million), Gross Margin and Market Share (2018-2023)

Table 80. ServiceNow Latest Developments

Table 81. Vtiger Details, Company Type, Customer Engagement Centers (CECs) Software Area Served and Its Competitors

Table 82. Vtiger Customer Engagement Centers (CECs) Software Product Offered

Table 83. Vtiger Main Business

Table 84. Vtiger Customer Engagement Centers (CECs) Software Revenue (\$ million), Gross Margin and Market Share (2018-2023)

Table 85. Vtiger Latest Developments

Table 86. SAP Details, Company Type, Customer Engagement Centers (CECs) Software Area Served and Its Competitors

Table 87. SAP Customer Engagement Centers (CECs) Software Product Offered

Table 88. SAP Main Business

Table 89. SAP Customer Engagement Centers (CECs) Software Revenue (\$ million), Gross Margin and Market Share (2018-2023)

Table 90. SAP Latest Developments

Table 91. SugarCRM Details, Company Type, Customer Engagement Centers (CECs) Software Area Served and Its Competitors

Table 92. SugarCRM Customer Engagement Centers (CECs) Software Product Offered

Table 93. SugarCRM Main Business

Table 94. SugarCRM Customer Engagement Centers (CECs) Software Revenue (\$ million), Gross Margin and Market Share (2018-2023)

Table 95. SugarCRM Latest Developments

Table 96. Microsoft Details, Company Type, Customer Engagement Centers (CECs) Software Area Served and Its Competitors

Table 97. Microsoft Customer Engagement Centers (CECs) Software Product Offered

Table 98. Microsoft Main Business

Table 99. Microsoft Customer Engagement Centers (CECs) Software Revenue (\$ million), Gross Margin and Market Share (2018-2023)

Table 100. Microsoft Latest Developments

Table 101. Verint Systems Details, Company Type, Customer Engagement Centers (CECs) Software Area Served and Its Competitors

Table 102. Verint Systems Customer Engagement Centers (CECs) Software Product Offered

Table 103. Verint Systems Customer Engagement Centers (CECs) Software Revenue (\$ million), Gross Margin and Market Share (2018-2023)

Table 104. Verint Systems Main Business

Table 105. Verint Systems Latest Developments

Table 106. eGain Details, Company Type, Customer Engagement Centers (CECs) Software Area Served and Its Competitors

Table 107. eGain Customer Engagement Centers (CECs) Software Product Offered

Table 108. eGain Main Business

Table 109. eGain Customer Engagement Centers (CECs) Software Revenue (\$ million), Gross Margin and Market Share (2018-2023)

Table 110. eGain Latest Developments

Table 111. Pegasystems Details, Company Type, Customer Engagement Centers (CECs) Software Area Served and Its Competitors

Table 112. Pegasystems Customer Engagement Centers (CECs) Software Product Offered

Table 113. Pegasystems Main Business

Table 114. Pegasystems Customer Engagement Centers (CECs) Software Revenue (\$ million), Gross Margin and Market Share (2018-2023)

Table 115. Pegasystems Latest Developments

Table 116. CRMNEXT Details, Company Type, Customer Engagement Centers (CECs)

Software Area Served and Its Competitors

Table 117. CRMNEXT Customer Engagement Centers (CECs) Software Product Offered

Table 118. CRMNEXT Main Business

Table 119. CRMNEXT Customer Engagement Centers (CECs) Software Revenue (\$ million), Gross Margin and Market Share (2018-2023)

Table 120. CRMNEXT Latest Developments

## List Of Figures

### LIST OF FIGURES

Figure 1. Customer Engagement Centers (CECs) Software Report Years Considered

Figure 2. Research Objectives

Figure 3. Research Methodology

Figure 4. Research Process and Data Source

Figure 5. Global Customer Engagement Centers (CECs) Software Market Size Growth Rate 2018-2029 (\$ Millions)

Figure 6. Customer Engagement Centers (CECs) Software Sales by Geographic Region (2018, 2022 & 2029) & (\$ millions)

Figure 7. Customer Engagement Centers (CECs) Software Sales Market Share by Country/Region (2022)

Figure 8. Customer Engagement Centers (CECs) Software Sales Market Share by Country/Region (2018, 2022 & 2029)

Figure 9. Global Customer Engagement Centers (CECs) Software Market Size Market Share by Type in 2022

Figure 10. Customer Engagement Centers (CECs) Software in Large Enterprises(1000+ Users)

Figure 11. Global Customer Engagement Centers (CECs) Software Market: Large Enterprises(1000+ Users) (2018-2023) & (\$ Millions)

Figure 12. Customer Engagement Centers (CECs) Software in Medium-Sized Enterprise(499-1000 Users)

Figure 13. Global Customer Engagement Centers (CECs) Software Market: Medium-Sized Enterprise(499-1000 Users) (2018-2023) & (\$ Millions)

Figure 14. Customer Engagement Centers (CECs) Software in Small Enterprises(1-499 Users)

Figure 15. Global Customer Engagement Centers (CECs) Software Market: Small Enterprises(1-499 Users) (2018-2023) & (\$ Millions)

Figure 16. Global Customer Engagement Centers (CECs) Software Market Size Market Share by Application in 2022

Figure 17. Global Customer Engagement Centers (CECs) Software Revenue Market Share by Player in 2022

Figure 18. Global Customer Engagement Centers (CECs) Software Market Size Market Share by Regions (2018-2023)

Figure 19. Americas Customer Engagement Centers (CECs) Software Market Size 2018-2023 (\$ Millions)

Figure 20. APAC Customer Engagement Centers (CECs) Software Market Size

2018-2023 (\$ Millions)

Figure 21. Europe Customer Engagement Centers (CECs) Software Market Size

2018-2023 (\$ Millions)

Figure 22. Middle East & Africa Customer Engagement Centers (CECs) Software Market Size 2018-2023 (\$ Millions)

Figure 23. Americas Customer Engagement Centers (CECs) Software Value Market Share by Country in 2022

Figure 24. United States Customer Engagement Centers (CECs) Software Market Size Growth 2018-2023 (\$ Millions)

Figure 25. Canada Customer Engagement Centers (CECs) Software Market Size Growth 2018-2023 (\$ Millions)

Figure 26. Mexico Customer Engagement Centers (CECs) Software Market Size Growth 2018-2023 (\$ Millions)

Figure 27. Brazil Customer Engagement Centers (CECs) Software Market Size Growth 2018-2023 (\$ Millions)

Figure 28. APAC Customer Engagement Centers (CECs) Software Market Size Market Share by Region in 2022

Figure 29. APAC Customer Engagement Centers (CECs) Software Market Size Market Share by Type in 2022

Figure 30. APAC Customer Engagement Centers (CECs) Software Market Size Market Share by Application in 2022

Figure 31. China Customer Engagement Centers (CECs) Software Market Size Growth 2018-2023 (\$ Millions)

Figure 32. Japan Customer Engagement Centers (CECs) Software Market Size Growth 2018-2023 (\$ Millions)

Figure 33. Korea Customer Engagement Centers (CECs) Software Market Size Growth 2018-2023 (\$ Millions)

Figure 34. Southeast Asia Customer Engagement Centers (CECs) Software Market Size Growth 2018-2023 (\$ Millions)

Figure 35. India Customer Engagement Centers (CECs) Software Market Size Growth 2018-2023 (\$ Millions)

Figure 36. Australia Customer Engagement Centers (CECs) Software Market Size Growth 2018-2023 (\$ Millions)

Figure 37. Europe Customer Engagement Centers (CECs) Software Market Size Market Share by Country in 2022

Figure 38. Europe Customer Engagement Centers (CECs) Software Market Size Market Share by Type (2018-2023)

Figure 39. Europe Customer Engagement Centers (CECs) Software Market Size Market Share by Application (2018-2023)

Figure 40. Germany Customer Engagement Centers (CECs) Software Market Size Growth 2018-2023 (\$ Millions)

Figure 41. France Customer Engagement Centers (CECs) Software Market Size Growth 2018-2023 (\$ Millions)

Figure 42. UK Customer Engagement Centers (CECs) Software Market Size Growth 2018-2023 (\$ Millions)

Figure 43. Italy Customer Engagement Centers (CECs) Software Market Size Growth 2018-2023 (\$ Millions)

Figure 44. Russia Customer Engagement Centers (CECs) Software Market Size Growth 2018-2023 (\$ Millions)

Figure 45. Middle East & Africa Customer Engagement Centers (CECs) Software Market Size Market Share by Region (2018-2023)

Figure 46. Middle East & Africa Customer Engagement Centers (CECs) Software Market Size Market Share by Type (2018-2023)

Figure 47. Middle East & Africa Customer Engagement Centers (CECs) Software Market Size Market Share by Application (2018-2023)

Figure 48. Egypt Customer Engagement Centers (CECs) Software Market Size Growth 2018-2023 (\$ Millions)

Figure 49. South Africa Customer Engagement Centers (CECs) Software Market Size Growth 2018-2023 (\$ Millions)

Figure 50. Israel Customer Engagement Centers (CECs) Software Market Size Growth 2018-2023 (\$ Millions)

Figure 51. Turkey Customer Engagement Centers (CECs) Software Market Size Growth 2018-2023 (\$ Millions)

Figure 52. GCC Country Customer Engagement Centers (CECs) Software Market Size Growth 2018-2023 (\$ Millions)

Figure 53. Americas Customer Engagement Centers (CECs) Software Market Size 2024-2029 (\$ Millions)

Figure 54. APAC Customer Engagement Centers (CECs) Software Market Size 2024-2029 (\$ Millions)

Figure 55. Europe Customer Engagement Centers (CECs) Software Market Size 2024-2029 (\$ Millions)

Figure 56. Middle East & Africa Customer Engagement Centers (CECs) Software Market Size 2024-2029 (\$ Millions)

Figure 57. United States Customer Engagement Centers (CECs) Software Market Size 2024-2029 (\$ Millions)

Figure 58. Canada Customer Engagement Centers (CECs) Software Market Size 2024-2029 (\$ Millions)

Figure 59. Mexico Customer Engagement Centers (CECs) Software Market Size



2024-2029 (\$ Millions)

Figure 60. Brazil Customer Engagement Centers (CECs) Software Market Size 2024-2029 (\$ Millions)

Figure 61. China Customer Engagement Centers (CECs) Software Market Size 2024-2029 (\$ Millions)

Figure 62. Japan Customer Engagement Centers (CECs) Software Market Size 2024-2029 (\$ Millions)

Figure 63. Korea Customer Engagement Centers (CECs) Software Market Size 2024-2029 (\$ Millions)

Figure 64. Southeast Asia Customer Engagement Centers (CECs) Software Market Size 2024-2029 (\$ Millions)

Figure 65. India Customer Engagement Centers (CECs) Software Market Size 2024-2029 (\$ Millions)

Figure 66. Australia Customer Engagement Centers (CECs) Software Market Size 2024-2029 (\$ Millions)

Figure 67. Germany Customer Engagement Centers (CECs) Software Market Size 2024-2029 (\$ Millions)

Figure 68. France Customer Engagement Centers (CECs) Software Market Size 2024-2029 (\$ Millions)

Figure 69. UK Customer Engagement Centers (CECs) Software Market Size 2024-2029 (\$ Millions)

Figure 70. Italy Customer Engagement Centers (CECs) Software Market Size 2024-2029 (\$ Millions)

Figure 71. Russia Customer Engagement Centers (CECs) Software Market Size 2024-2029 (\$ Millions)

Figure 72. Spain Customer Engagement Centers (CECs) Software Market Size 2024-2029 (\$ Millions)

Figure 73. Egypt Customer Engagement Centers (CECs) Software Market Size 2024-2029 (\$ Millions)

Figure 74. South Africa Customer Engagement Centers (CECs) Software Market Size 2024-2029 (\$ Millions)

Figure 75. Israel Customer Engagement Centers (CECs) Software Market Size 2024-2029 (\$ Millions)

Figure 76. Turkey Customer Engagement Centers (CECs) Software Market Size 2024-2029 (\$ Millions)

Figure 77. GCC Countries Customer Engagement Centers (CECs) Software Market Size 2024-2029 (\$ Millions)

Figure 78. Global Customer Engagement Centers (CECs) Software Market Size Market Share Forecast by Type (2024-2029)

Figure 79. Global Customer Engagement Centers (CECs) Software Market Size Market Share Forecast by Application (2024-2029)



## I would like to order

Product name: Global Customer Engagement Centers (CECs) Software Market Growth (Status and Outlook) 2023-2029

Product link: <https://marketpublishers.com/r/G72345ABA317EN.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/G72345ABA317EN.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

