

Global Customer Support Outsourcing Services Market Growth (Status and Outlook) 2026-2032

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Abstracts

The global Customer Support Outsourcing Services market size is predicted to grow from US\$ 9740 million in 2025 to US\$ 16300 million in 2032; it is expected to grow at a CAGR of 7.8% from 2026 to 2032.

Customer support outsourcing service refers to a service model in which an enterprise outsources non-core customer service work to a professional third-party service provider. This service model covers a variety of customer support activities and aims to provide enterprises with efficient and high-quality customer service experience through professional teams and processes.

Customer support outsourcing avoids the fixed investment of building an in-house customer service team, optimizes human resource allocation, and typically achieves cost savings by hiring agents overseas or in lower-cost regions. Outsourced teams are usually systematically trained, possess professional service tools and mature management systems, improving service response quality and efficiency. Service scale can be dynamically adjusted according to changes in business needs, making it particularly suitable for handling service demands during peak sales periods or promotional activities. Modern outsourcing services are mostly omnichannel, ensuring a seamless support experience for customers through various channels such as live chat, email, and telephone.

By 2025, the application of AI in the support services sector entered a phase of differentiation, with a widening gap between companies that effectively utilize AI technology and those that struggle to keep up. Despite numerous companies investing in AI transformation, as of 2024, only 5% of companies had successfully scaled up mature AI capabilities, while 39% of organizations had not yet incorporated AI

productivity tasks into their operational plans.

Companies are widely using artificial intelligence technology to achieve intelligent customer service and automated intelligent processes, significantly improving the speed and accuracy of customer inquiries. Human resource outsourcing is also enabling intelligent operations for tasks such as recruitment and payroll management through digital systems.

Crowdsourcing, cloud outsourcing, and platform subcontracting are emerging models that leverage internet platforms to break down geographical barriers and integrate global high-quality resources to build a digital service ecosystem encompassing 'demand posting—resource matching—collaborative delivery.' Blockchain-based smart contracts are transforming traditional service outsourcing models, shifting services from 'centralized outsourcing by enterprises—acceptance by large service providers' to a more flexible, distributed collaborative network. This not only significantly reduces the management costs associated with multi-layered subcontracting but also substantially lowers the trust costs for all parties involved.

LPI (LP Information)' newest research report, the “Customer Support Outsourcing Services Industry Forecast” looks at past sales and reviews total world Customer Support Outsourcing Services sales in 2025, providing a comprehensive analysis by region and market sector of projected Customer Support Outsourcing Services sales for 2026 through 2032. With Customer Support Outsourcing Services sales broken down by region, market sector and sub-sector, this report provides a detailed analysis in US\$ millions of the world Customer Support Outsourcing Services industry.

This Insight Report provides a comprehensive analysis of the global Customer Support Outsourcing Services landscape and highlights key trends related to product segmentation, company formation, revenue, and market share, latest development, and M&A activity. This report also analyses the strategies of leading global companies with a focus on Customer Support Outsourcing Services portfolios and capabilities, market entry strategies, market positions, and geographic footprints, to better understand these firms' unique position in an accelerating global Customer Support Outsourcing Services market.

This Insight Report evaluates the key market trends, drivers, and affecting factors shaping the global outlook for Customer Support Outsourcing Services 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 Support Outsourcing Services.

This report presents a comprehensive overview, market shares, and growth opportunities of Customer Support Outsourcing Services market by product type, application, key players and key regions and countries.

Segmentation by Type:

Email Support

Live Chat Support

Social Media Management

Voice-based Customer Service

Technical Support

E-commerce Support

Others

Segmentation by Geographic Location:

Offshore Outsourcing

Nearshore Outsourcing

Onshore Outsourcing

Segmentation by Collaboration Model:

Full Staff Outsourcing

Project Outsourcing

Hybrid Model

Segmentation by Service Channel:

Single-Channel Outsourcing

Multi-Channel Outsourcing

Omni-Channel Outsourcing

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.

1840 & Company

Concentrix

TTEC

Alorica

PartnerHero

Boldr

Foundever

Simply Contact

WOW24-7

Teleperformance

SupportYourApp

Helpware

Sykes

Ascensos

VXI Global Solutions

InfluX

Skycom

Integra

Telus

Arise

Convergys

Arvato

Serco

Atento

TeleTech Holdings

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 Support Outsourcing Services Market Size (2021-2032)
 - 2.1.2 Customer Support Outsourcing Services Market Size CAGR by Region (2021 VS 2025 VS 2032)
 - 2.1.3 World Current & Future Analysis for Customer Support Outsourcing Services by Country/Region (2021, 2025 & 2032)
- 2.2 Customer Support Outsourcing Services Segment by Type
 - 2.2.1 Email Support
 - 2.2.2 Live Chat Support
 - 2.2.3 Social Media Management
 - 2.2.4 Voice-based Customer Service
 - 2.2.5 Technical Support
 - 2.2.6 E-commerce Support
 - 2.2.7 Others
 - 2.2.8 Customer Support Outsourcing Services Market Size by Type
 - 2.2.8.1 Customer Support Outsourcing Services Market Size CAGR by Type (2021 VS 2025 VS 2032)
 - 2.2.8.2 Global Customer Support Outsourcing Services Market Size Market Share by Type (2021-2026)
- 2.3 Customer Support Outsourcing Services Segment by Geographic Location
 - 2.3.1 Offshore Outsourcing
 - 2.3.2 Nearshore Outsourcing
 - 2.3.3 Onshore Outsourcing
 - 2.3.4 Customer Support Outsourcing Services Market Size by Geographic Location

2.3.4.1 Customer Support Outsourcing Services Market Size CAGR by Geographic Location (2021 VS 2025 VS 2032)

2.3.4.2 Global Customer Support Outsourcing Services Market Size Market Share by Geographic Location (2021-2026)

2.4 Customer Support Outsourcing Services Segment by Collaboration Model

2.4.1 Full Staff Outsourcing

2.4.2 Project Outsourcing

2.4.3 Hybrid Model

2.4.4 Customer Support Outsourcing Services Market Size by Collaboration Model

2.4.4.1 Customer Support Outsourcing Services Market Size CAGR by Collaboration Model (2021 VS 2025 VS 2032)

2.4.4.2 Global Customer Support Outsourcing Services Market Size Market Share by Collaboration Model (2021-2026)

2.5 Customer Support Outsourcing Services Segment by Service Channel

2.5.1 Single-Channel Outsourcing

2.5.2 Multi-Channel Outsourcing

2.5.3 Omni-Channel Outsourcing

2.5.4 Customer Support Outsourcing Services Market Size by Service Channel

2.5.4.1 Customer Support Outsourcing Services Market Size CAGR by Service Channel (2021 VS 2025 VS 2032)

2.5.4.2 Global Customer Support Outsourcing Services Market Size Market Share by Service Channel (2021-2026)

2.6 Customer Support Outsourcing Services Segment by Application

2.6.1 Large Enterprises

2.6.2 SMEs

2.6.3 Customer Support Outsourcing Services Market Size by Application

2.6.3.1 Customer Support Outsourcing Services Market Size CAGR by Application (2021 VS 2025 VS 2032)

2.6.3.2 Global Customer Support Outsourcing Services Market Size Market Share by Application (2021-2026)

3 CUSTOMER SUPPORT OUTSOURCING SERVICES MARKET SIZE BY PLAYER

3.1 Customer Support Outsourcing Services Market Size Market Share by Player

3.1.1 Global Customer Support Outsourcing Services Revenue by Player (2021-2026)

3.1.2 Global Customer Support Outsourcing Services Revenue Market Share by Player (2021-2026)

3.2 Global Customer Support Outsourcing Services 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) & (2024-2026)

3.4 New Products and Potential Entrants

3.5 Mergers & Acquisitions, Expansion

4 CUSTOMER SUPPORT OUTSOURCING SERVICES BY REGION

4.1 Customer Support Outsourcing Services Market Size by Region (2021-2026)

4.2 Global Customer Support Outsourcing Services Annual Revenue by Country/Region (2021-2026)

4.3 Americas Customer Support Outsourcing Services Market Size Growth (2021-2026)

4.4 APAC Customer Support Outsourcing Services Market Size Growth (2021-2026)

4.5 Europe Customer Support Outsourcing Services Market Size Growth (2021-2026)

4.6 Middle East & Africa Customer Support Outsourcing Services Market Size Growth (2021-2026)

5 AMERICAS

5.1 Americas Customer Support Outsourcing Services Market Size by Country (2021-2026)

5.2 Americas Customer Support Outsourcing Services Market Size by Type (2021-2026)

5.3 Americas Customer Support Outsourcing Services Market Size by Application (2021-2026)

5.4 United States

5.5 Canada

5.6 Mexico

5.7 Brazil

6 APAC

6.1 APAC Customer Support Outsourcing Services Market Size by Region (2021-2026)

6.2 APAC Customer Support Outsourcing Services Market Size by Type (2021-2026)

6.3 APAC Customer Support Outsourcing Services Market Size by Application (2021-2026)

6.4 China

6.5 Japan

6.6 South Korea

6.7 Southeast Asia

6.8 India

6.9 Australia

7 EUROPE

7.1 Europe Customer Support Outsourcing Services Market Size by Country
(2021-2026)

7.2 Europe Customer Support Outsourcing Services Market Size by Type (2021-2026)

7.3 Europe Customer Support Outsourcing Services Market Size by Application
(2021-2026)

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 Support Outsourcing Services by Region
(2021-2026)

8.2 Middle East & Africa Customer Support Outsourcing Services Market Size by Type
(2021-2026)

8.3 Middle East & Africa Customer Support Outsourcing Services Market Size by
Application (2021-2026)

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 SUPPORT OUTSOURCING SERVICES MARKET FORECAST

- 10.1 Global Customer Support Outsourcing Services Forecast by Region (2027-2032)
 - 10.1.1 Global Customer Support Outsourcing Services Forecast by Region (2027-2032)
 - 10.1.2 Americas Customer Support Outsourcing Services Forecast
 - 10.1.3 APAC Customer Support Outsourcing Services Forecast
 - 10.1.4 Europe Customer Support Outsourcing Services Forecast
 - 10.1.5 Middle East & Africa Customer Support Outsourcing Services Forecast
- 10.2 Americas Customer Support Outsourcing Services Forecast by Country (2027-2032)
 - 10.2.1 United States Market Customer Support Outsourcing Services Forecast
 - 10.2.2 Canada Market Customer Support Outsourcing Services Forecast
 - 10.2.3 Mexico Market Customer Support Outsourcing Services Forecast
 - 10.2.4 Brazil Market Customer Support Outsourcing Services Forecast
- 10.3 APAC Customer Support Outsourcing Services Forecast by Region (2027-2032)
 - 10.3.1 China Customer Support Outsourcing Services Market Forecast
 - 10.3.2 Japan Market Customer Support Outsourcing Services Forecast
 - 10.3.3 Korea Market Customer Support Outsourcing Services Forecast
 - 10.3.4 Southeast Asia Market Customer Support Outsourcing Services Forecast
 - 10.3.5 India Market Customer Support Outsourcing Services Forecast
 - 10.3.6 Australia Market Customer Support Outsourcing Services Forecast
- 10.4 Europe Customer Support Outsourcing Services Forecast by Country (2027-2032)
 - 10.4.1 Germany Market Customer Support Outsourcing Services Forecast
 - 10.4.2 France Market Customer Support Outsourcing Services Forecast
 - 10.4.3 UK Market Customer Support Outsourcing Services Forecast
 - 10.4.4 Italy Market Customer Support Outsourcing Services Forecast
 - 10.4.5 Russia Market Customer Support Outsourcing Services Forecast
- 10.5 Middle East & Africa Customer Support Outsourcing Services Forecast by Region (2027-2032)
 - 10.5.1 Egypt Market Customer Support Outsourcing Services Forecast
 - 10.5.2 South Africa Market Customer Support Outsourcing Services Forecast
 - 10.5.3 Israel Market Customer Support Outsourcing Services Forecast
 - 10.5.4 Turkey Market Customer Support Outsourcing Services Forecast
- 10.6 Global Customer Support Outsourcing Services Forecast by Type (2027-2032)
- 10.7 Global Customer Support Outsourcing Services Forecast by Application (2027-2032)
 - 10.7.1 GCC Countries Market Customer Support Outsourcing Services Forecast

11 KEY PLAYERS ANALYSIS

11.1 1840 & Company

11.1.1 1840 & Company Company Information

11.1.2 1840 & Company Customer Support Outsourcing Services Product Offered

11.1.3 1840 & Company Customer Support Outsourcing Services Revenue, Gross Margin and Market Share (2021-2026)

11.1.4 1840 & Company Main Business Overview

11.1.5 1840 & Company Latest Developments

11.2 Concentrix

11.2.1 Concentrix Company Information

11.2.2 Concentrix Customer Support Outsourcing Services Product Offered

11.2.3 Concentrix Customer Support Outsourcing Services Revenue, Gross Margin and Market Share (2021-2026)

11.2.4 Concentrix Main Business Overview

11.2.5 Concentrix Latest Developments

11.3 TTEC

11.3.1 TTEC Company Information

11.3.2 TTEC Customer Support Outsourcing Services Product Offered

11.3.3 TTEC Customer Support Outsourcing Services Revenue, Gross Margin and Market Share (2021-2026)

11.3.4 TTEC Main Business Overview

11.3.5 TTEC Latest Developments

11.4 Alorica

11.4.1 Alorica Company Information

11.4.2 Alorica Customer Support Outsourcing Services Product Offered

11.4.3 Alorica Customer Support Outsourcing Services Revenue, Gross Margin and Market Share (2021-2026)

11.4.4 Alorica Main Business Overview

11.4.5 Alorica Latest Developments

11.5 PartnerHero

11.5.1 PartnerHero Company Information

11.5.2 PartnerHero Customer Support Outsourcing Services Product Offered

11.5.3 PartnerHero Customer Support Outsourcing Services Revenue, Gross Margin and Market Share (2021-2026)

11.5.4 PartnerHero Main Business Overview

11.5.5 PartnerHero Latest Developments

11.6 Boldr

11.6.1 Boldr Company Information

11.6.2 Boldr Customer Support Outsourcing Services Product Offered

- 11.6.3 Boldr Customer Support Outsourcing Services Revenue, Gross Margin and Market Share (2021-2026)
- 11.6.4 Boldr Main Business Overview
- 11.6.5 Boldr Latest Developments
- 11.7 Foundever
 - 11.7.1 Foundever Company Information
 - 11.7.2 Foundever Customer Support Outsourcing Services Product Offered
 - 11.7.3 Foundever Customer Support Outsourcing Services Revenue, Gross Margin and Market Share (2021-2026)
 - 11.7.4 Foundever Main Business Overview
 - 11.7.5 Foundever Latest Developments
- 11.8 Simply Contact
 - 11.8.1 Simply Contact Company Information
 - 11.8.2 Simply Contact Customer Support Outsourcing Services Product Offered
 - 11.8.3 Simply Contact Customer Support Outsourcing Services Revenue, Gross Margin and Market Share (2021-2026)
 - 11.8.4 Simply Contact Main Business Overview
 - 11.8.5 Simply Contact Latest Developments
- 11.9 WOW24-7
 - 11.9.1 WOW24-7 Company Information
 - 11.9.2 WOW24-7 Customer Support Outsourcing Services Product Offered
 - 11.9.3 WOW24-7 Customer Support Outsourcing Services Revenue, Gross Margin and Market Share (2021-2026)
 - 11.9.4 WOW24-7 Main Business Overview
 - 11.9.5 WOW24-7 Latest Developments
- 11.10 Teleperformance
 - 11.10.1 Teleperformance Company Information
 - 11.10.2 Teleperformance Customer Support Outsourcing Services Product Offered
 - 11.10.3 Teleperformance Customer Support Outsourcing Services Revenue, Gross Margin and Market Share (2021-2026)
 - 11.10.4 Teleperformance Main Business Overview
 - 11.10.5 Teleperformance Latest Developments
- 11.11 SupportYourApp
 - 11.11.1 SupportYourApp Company Information
 - 11.11.2 SupportYourApp Customer Support Outsourcing Services Product Offered
 - 11.11.3 SupportYourApp Customer Support Outsourcing Services Revenue, Gross Margin and Market Share (2021-2026)
 - 11.11.4 SupportYourApp Main Business Overview
 - 11.11.5 SupportYourApp Latest Developments

11.12 Helpware

11.12.1 Helpware Company Information

11.12.2 Helpware Customer Support Outsourcing Services Product Offered

11.12.3 Helpware Customer Support Outsourcing Services Revenue, Gross Margin and Market Share (2021-2026)

11.12.4 Helpware Main Business Overview

11.12.5 Helpware Latest Developments

11.13 Sykes

11.13.1 Sykes Company Information

11.13.2 Sykes Customer Support Outsourcing Services Product Offered

11.13.3 Sykes Customer Support Outsourcing Services Revenue, Gross Margin and Market Share (2021-2026)

11.13.4 Sykes Main Business Overview

11.13.5 Sykes Latest Developments

11.14 Ascensos

11.14.1 Ascensos Company Information

11.14.2 Ascensos Customer Support Outsourcing Services Product Offered

11.14.3 Ascensos Customer Support Outsourcing Services Revenue, Gross Margin and Market Share (2021-2026)

11.14.4 Ascensos Main Business Overview

11.14.5 Ascensos Latest Developments

11.15 VXI Global Solutions

11.15.1 VXI Global Solutions Company Information

11.15.2 VXI Global Solutions Customer Support Outsourcing Services Product Offered

11.15.3 VXI Global Solutions Customer Support Outsourcing Services Revenue, Gross Margin and Market Share (2021-2026)

11.15.4 VXI Global Solutions Main Business Overview

11.15.5 VXI Global Solutions Latest Developments

11.16 Influx

11.16.1 Influx Company Information

11.16.2 Influx Customer Support Outsourcing Services Product Offered

11.16.3 Influx Customer Support Outsourcing Services Revenue, Gross Margin and Market Share (2021-2026)

11.16.4 Influx Main Business Overview

11.16.5 Influx Latest Developments

11.17 Skycom

11.17.1 Skycom Company Information

11.17.2 Skycom Customer Support Outsourcing Services Product Offered

11.17.3 Skycom Customer Support Outsourcing Services Revenue, Gross Margin and

Market Share (2021-2026)

11.17.4 Skycom Main Business Overview

11.17.5 Skycom Latest Developments

11.18 Integra

11.18.1 Integra Company Information

11.18.2 Integra Customer Support Outsourcing Services Product Offered

11.18.3 Integra Customer Support Outsourcing Services Revenue, Gross Margin and

Market Share (2021-2026)

11.18.4 Integra Main Business Overview

11.18.5 Integra Latest Developments

11.19 Telus

11.19.1 Telus Company Information

11.19.2 Telus Customer Support Outsourcing Services Product Offered

11.19.3 Telus Customer Support Outsourcing Services Revenue, Gross Margin and

Market Share (2021-2026)

11.19.4 Telus Main Business Overview

11.19.5 Telus Latest Developments

11.20 Arise

11.20.1 Arise Company Information

11.20.2 Arise Customer Support Outsourcing Services Product Offered

11.20.3 Arise Customer Support Outsourcing Services Revenue, Gross Margin and

Market Share (2021-2026)

11.20.4 Arise Main Business Overview

11.20.5 Arise Latest Developments

11.21 Convergys

11.21.1 Convergys Company Information

11.21.2 Convergys Customer Support Outsourcing Services Product Offered

11.21.3 Convergys Customer Support Outsourcing Services Revenue, Gross Margin and Market Share (2021-2026)

11.21.4 Convergys Main Business Overview

11.21.5 Convergys Latest Developments

11.22 Arvato

11.22.1 Arvato Company Information

11.22.2 Arvato Customer Support Outsourcing Services Product Offered

11.22.3 Arvato Customer Support Outsourcing Services Revenue, Gross Margin and Market Share (2021-2026)

11.22.4 Arvato Main Business Overview

11.22.5 Arvato Latest Developments

11.23 Serco

- 11.23.1 Serco Company Information
- 11.23.2 Serco Customer Support Outsourcing Services Product Offered
- 11.23.3 Serco Customer Support Outsourcing Services Revenue, Gross Margin and Market Share (2021-2026)
- 11.23.4 Serco Main Business Overview
- 11.23.5 Serco Latest Developments
- 11.24 Atento
 - 11.24.1 Atento Company Information
 - 11.24.2 Atento Customer Support Outsourcing Services Product Offered
 - 11.24.3 Atento Customer Support Outsourcing Services Revenue, Gross Margin and Market Share (2021-2026)
 - 11.24.4 Atento Main Business Overview
 - 11.24.5 Atento Latest Developments
- 11.25 TeleTech Holdings
 - 11.25.1 TeleTech Holdings Company Information
 - 11.25.2 TeleTech Holdings Customer Support Outsourcing Services Product Offered
 - 11.25.3 TeleTech Holdings Customer Support Outsourcing Services Revenue, Gross Margin and Market Share (2021-2026)
 - 11.25.4 TeleTech Holdings Main Business Overview
 - 11.25.5 TeleTech Holdings Latest Developments

12 RESEARCH FINDINGS AND CONCLUSION

List Of Tables

LIST OF TABLES

- Table 1. Customer Support Outsourcing Services Market Size CAGR by Region (2021 VS 2025 VS 2032) & (\$ millions)
- Table 2. Customer Support Outsourcing Services Annual Sales CAGR by Country/Region (2021, 2025 & 2032) & (\$ millions)
- Table 3. Major Players of Email Support
- Table 4. Major Players of Live Chat Support
- Table 5. Major Players of Social Media Management
- Table 6. Major Players of Voice-based Customer Service
- Table 7. Major Players of Technical Support
- Table 8. Major Players of E-commerce Support
- Table 9. Major Players of Others
- Table 10. Customer Support Outsourcing Services Market Size CAGR by Type (2021 VS 2025 VS 2032) & (\$ millions)
- Table 11. Global Customer Support Outsourcing Services Market Size by Type (2021-2026) & (\$ millions)
- Table 12. Global Customer Support Outsourcing Services Market Size Market Share by Type (2021-2026)
- Table 13. Major Players of Offshore Outsourcing
- Table 14. Major Players of Nearshore Outsourcing
- Table 15. Major Players of Onshore Outsourcing
- Table 16. Customer Support Outsourcing Services Market Size CAGR by Geographic Location (2021 VS 2025 VS 2032) & (\$ millions)
- Table 17. Global Customer Support Outsourcing Services Market Size by Geographic Location (2021-2026) & (\$ millions)
- Table 18. Global Customer Support Outsourcing Services Market Size Market Share by Geographic Location (2021-2026)
- Table 19. Major Players of Full Staff Outsourcing
- Table 20. Major Players of Project Outsourcing
- Table 21. Major Players of Hybrid Model
- Table 22. Customer Support Outsourcing Services Market Size CAGR by Collaboration Model (2021 VS 2025 VS 2032) & (\$ millions)
- Table 23. Global Customer Support Outsourcing Services Market Size by Collaboration Model (2021-2026) & (\$ millions)
- Table 24. Global Customer Support Outsourcing Services Market Size Market Share by Collaboration Model (2021-2026)

Table 25. Major Players of Single-Channel Outsourcing

Table 26. Major Players of Multi-Channel Outsourcing

Table 27. Major Players of Omni-Channel Outsourcing

Table 28. Customer Support Outsourcing Services Market Size CAGR by Service Channel (2021 VS 2025 VS 2032) & (\$ millions)

Table 29. Global Customer Support Outsourcing Services Market Size by Service Channel (2021-2026) & (\$ millions)

Table 30. Global Customer Support Outsourcing Services Market Size Market Share by Service Channel (2021-2026)

Table 31. Customer Support Outsourcing Services Market Size CAGR by Application (2021 VS 2025 VS 2032) & (\$ millions)

Table 32. Global Customer Support Outsourcing Services Market Size by Application (2021-2026) & (\$ millions)

Table 33. Global Customer Support Outsourcing Services Market Size Market Share by Application (2021-2026)

Table 34. Global Customer Support Outsourcing Services Revenue by Player (2021-2026) & (\$ millions)

Table 35. Global Customer Support Outsourcing Services Revenue Market Share by Player (2021-2026)

Table 36. Customer Support Outsourcing Services Key Players Head office and Products Offered

Table 37. Customer Support Outsourcing Services Concentration Ratio (CR3, CR5 and CR10) & (2024-2026)

Table 38. New Products and Potential Entrants

Table 39. Mergers & Acquisitions, Expansion

Table 40. Global Customer Support Outsourcing Services Market Size by Region (2021-2026) & (\$ millions)

Table 41. Global Customer Support Outsourcing Services Market Size Market Share by Region (2021-2026)

Table 42. Global Customer Support Outsourcing Services Revenue by Country/Region (2021-2026) & (\$ millions)

Table 43. Global Customer Support Outsourcing Services Revenue Market Share by Country/Region (2021-2026)

Table 44. Americas Customer Support Outsourcing Services Market Size by Country (2021-2026) & (\$ millions)

Table 45. Americas Customer Support Outsourcing Services Market Size Market Share by Country (2021-2026)

Table 46. Americas Customer Support Outsourcing Services Market Size by Type (2021-2026) & (\$ millions)

Table 47. Americas Customer Support Outsourcing Services Market Size Market Share by Type (2021-2026)

Table 48. Americas Customer Support Outsourcing Services Market Size by Application (2021-2026) & (\$ millions)

Table 49. Americas Customer Support Outsourcing Services Market Size Market Share by Application (2021-2026)

Table 50. APAC Customer Support Outsourcing Services Market Size by Region (2021-2026) & (\$ millions)

Table 51. APAC Customer Support Outsourcing Services Market Size Market Share by Region (2021-2026)

Table 52. APAC Customer Support Outsourcing Services Market Size by Type (2021-2026) & (\$ millions)

Table 53. APAC Customer Support Outsourcing Services Market Size by Application (2021-2026) & (\$ millions)

Table 54. Europe Customer Support Outsourcing Services Market Size by Country (2021-2026) & (\$ millions)

Table 55. Europe Customer Support Outsourcing Services Market Size Market Share by Country (2021-2026)

Table 56. Europe Customer Support Outsourcing Services Market Size by Type (2021-2026) & (\$ millions)

Table 57. Europe Customer Support Outsourcing Services Market Size by Application (2021-2026) & (\$ millions)

Table 58. Middle East & Africa Customer Support Outsourcing Services Market Size by Region (2021-2026) & (\$ millions)

Table 59. Middle East & Africa Customer Support Outsourcing Services Market Size by Type (2021-2026) & (\$ millions)

Table 60. Middle East & Africa Customer Support Outsourcing Services Market Size by Application (2021-2026) & (\$ millions)

Table 61. Key Market Drivers & Growth Opportunities of Customer Support Outsourcing Services

Table 62. Key Market Challenges & Risks of Customer Support Outsourcing Services

Table 63. Key Industry Trends of Customer Support Outsourcing Services

Table 64. Global Customer Support Outsourcing Services Market Size Forecast by Region (2027-2032) & (\$ millions)

Table 65. Global Customer Support Outsourcing Services Market Size Market Share Forecast by Region (2027-2032)

Table 66. Global Customer Support Outsourcing Services Market Size Forecast by Type (2027-2032) & (\$ millions)

Table 67. Global Customer Support Outsourcing Services Market Size Forecast by

Application (2027-2032) & (\$ millions)

Table 68. 1840 & Company Details, Company Type, Customer Support Outsourcing Services Area Served and Its Competitors

Table 69. 1840 & Company Customer Support Outsourcing Services Product Offered

Table 70. 1840 & Company Customer Support Outsourcing Services Revenue (\$ million), Gross Margin and Market Share (2021-2026)

Table 71. 1840 & Company Main Business

Table 72. 1840 & Company Latest Developments

Table 73. Concentrix Details, Company Type, Customer Support Outsourcing Services Area Served and Its Competitors

Table 74. Concentrix Customer Support Outsourcing Services Product Offered

Table 75. Concentrix Customer Support Outsourcing Services Revenue (\$ million), Gross Margin and Market Share (2021-2026)

Table 76. Concentrix Main Business

Table 77. Concentrix Latest Developments

Table 78. TTEC Details, Company Type, Customer Support Outsourcing Services Area Served and Its Competitors

Table 79. TTEC Customer Support Outsourcing Services Product Offered

Table 80. TTEC Customer Support Outsourcing Services Revenue (\$ million), Gross Margin and Market Share (2021-2026)

Table 81. TTEC Main Business

Table 82. TTEC Latest Developments

Table 83. Alorica Details, Company Type, Customer Support Outsourcing Services Area Served and Its Competitors

Table 84. Alorica Customer Support Outsourcing Services Product Offered

Table 85. Alorica Customer Support Outsourcing Services Revenue (\$ million), Gross Margin and Market Share (2021-2026)

Table 86. Alorica Main Business

Table 87. Alorica Latest Developments

Table 88. PartnerHero Details, Company Type, Customer Support Outsourcing Services Area Served and Its Competitors

Table 89. PartnerHero Customer Support Outsourcing Services Product Offered

Table 90. PartnerHero Customer Support Outsourcing Services Revenue (\$ million), Gross Margin and Market Share (2021-2026)

Table 91. PartnerHero Main Business

Table 92. PartnerHero Latest Developments

Table 93. Boldr Details, Company Type, Customer Support Outsourcing Services Area Served and Its Competitors

Table 94. Boldr Customer Support Outsourcing Services Product Offered

Table 95. Boldr Customer Support Outsourcing Services Revenue (\$ million), Gross Margin and Market Share (2021-2026)

Table 96. Boldr Main Business

Table 97. Boldr Latest Developments

Table 98. Foundever Details, Company Type, Customer Support Outsourcing Services Area Served and Its Competitors

Table 99. Foundever Customer Support Outsourcing Services Product Offered

Table 100. Foundever Customer Support Outsourcing Services Revenue (\$ million), Gross Margin and Market Share (2021-2026)

Table 101. Foundever Main Business

Table 102. Foundever Latest Developments

Table 103. Simply Contact Details, Company Type, Customer Support Outsourcing Services Area Served and Its Competitors

Table 104. Simply Contact Customer Support Outsourcing Services Product Offered

Table 105. Simply Contact Customer Support Outsourcing Services Revenue (\$ million), Gross Margin and Market Share (2021-2026)

Table 106. Simply Contact Main Business

Table 107. Simply Contact Latest Developments

Table 108. WOW24-7 Details, Company Type, Customer Support Outsourcing Services Area Served and Its Competitors

Table 109. WOW24-7 Customer Support Outsourcing Services Product Offered

Table 110. WOW24-7 Customer Support Outsourcing Services Revenue (\$ million), Gross Margin and Market Share (2021-2026)

Table 111. WOW24-7 Main Business

Table 112. WOW24-7 Latest Developments

Table 113. Teleperformance Details, Company Type, Customer Support Outsourcing Services Area Served and Its Competitors

Table 114. Teleperformance Customer Support Outsourcing Services Product Offered

Table 115. Teleperformance Customer Support Outsourcing Services Revenue (\$ million), Gross Margin and Market Share (2021-2026)

Table 116. Teleperformance Main Business

Table 117. Teleperformance Latest Developments

Table 118. SupportYourApp Details, Company Type, Customer Support Outsourcing Services Area Served and Its Competitors

Table 119. SupportYourApp Customer Support Outsourcing Services Product Offered

Table 120. SupportYourApp Customer Support Outsourcing Services Revenue (\$ million), Gross Margin and Market Share (2021-2026)

Table 121. SupportYourApp Main Business

Table 122. SupportYourApp Latest Developments

Table 123. Helpware Details, Company Type, Customer Support Outsourcing Services Area Served and Its Competitors

Table 124. Helpware Customer Support Outsourcing Services Product Offered

Table 125. Helpware Customer Support Outsourcing Services Revenue (\$ million), Gross Margin and Market Share (2021-2026)

Table 126. Helpware Main Business

Table 127. Helpware Latest Developments

Table 128. Sykes Details, Company Type, Customer Support Outsourcing Services Area Served and Its Competitors

Table 129. Sykes Customer Support Outsourcing Services Product Offered

Table 130. Sykes Customer Support Outsourcing Services Revenue (\$ million), Gross Margin and Market Share (2021-2026)

Table 131. Sykes Main Business

Table 132. Sykes Latest Developments

Table 133. Ascensos Details, Company Type, Customer Support Outsourcing Services Area Served and Its Competitors

Table 134. Ascensos Customer Support Outsourcing Services Product Offered

Table 135. Ascensos Customer Support Outsourcing Services Revenue (\$ million), Gross Margin and Market Share (2021-2026)

Table 136. Ascensos Main Business

Table 137. Ascensos Latest Developments

Table 138. VXI Global Solutions Details, Company Type, Customer Support Outsourcing Services Area Served and Its Competitors

Table 139. VXI Global Solutions Customer Support Outsourcing Services Product Offered

Table 140. VXI Global Solutions Customer Support Outsourcing Services Revenue (\$ million), Gross Margin and Market Share (2021-2026)

Table 141. VXI Global Solutions Main Business

Table 142. VXI Global Solutions Latest Developments

Table 143. Influx Details, Company Type, Customer Support Outsourcing Services Area Served and Its Competitors

Table 144. Influx Customer Support Outsourcing Services Product Offered

Table 145. Influx Customer Support Outsourcing Services Revenue (\$ million), Gross Margin and Market Share (2021-2026)

Table 146. Influx Main Business

Table 147. Influx Latest Developments

Table 148. Skycom Details, Company Type, Customer Support Outsourcing Services Area Served and Its Competitors

Table 149. Skycom Customer Support Outsourcing Services Product Offered

Table 150. Skycom Customer Support Outsourcing Services Revenue (\$ million), Gross Margin and Market Share (2021-2026)

Table 151. Skycom Main Business

Table 152. Skycom Latest Developments

Table 153. Integra Details, Company Type, Customer Support Outsourcing Services Area Served and Its Competitors

Table 154. Integra Customer Support Outsourcing Services Product Offered

Table 155. Integra Customer Support Outsourcing Services Revenue (\$ million), Gross Margin and Market Share (2021-2026)

Table 156. Integra Main Business

Table 157. Integra Latest Developments

Table 158. Telus Details, Company Type, Customer Support Outsourcing Services Area Served and Its Competitors

Table 159. Telus Customer Support Outsourcing Services Product Offered

Table 160. Telus Customer Support Outsourcing Services Revenue (\$ million), Gross Margin and Market Share (2021-2026)

Table 161. Telus Main Business

Table 162. Telus Latest Developments

Table 163. Arise Details, Company Type, Customer Support Outsourcing Services Area Served and Its Competitors

Table 164. Arise Customer Support Outsourcing Services Product Offered

Table 165. Arise Customer Support Outsourcing Services Revenue (\$ million), Gross Margin and Market Share (2021-2026)

Table 166. Arise Main Business

Table 167. Arise Latest Developments

Table 168. Convergys Details, Company Type, Customer Support Outsourcing Services Area Served and Its Competitors

Table 169. Convergys Customer Support Outsourcing Services Product Offered

Table 170. Convergys Customer Support Outsourcing Services Revenue (\$ million), Gross Margin and Market Share (2021-2026)

Table 171. Convergys Main Business

Table 172. Convergys Latest Developments

Table 173. Arvato Details, Company Type, Customer Support Outsourcing Services Area Served and Its Competitors

Table 174. Arvato Customer Support Outsourcing Services Product Offered

Table 175. Arvato Customer Support Outsourcing Services Revenue (\$ million), Gross Margin and Market Share (2021-2026)

Table 176. Arvato Main Business

Table 177. Arvato Latest Developments

Table 178. Serco Details, Company Type, Customer Support Outsourcing Services Area Served and Its Competitors

Table 179. Serco Customer Support Outsourcing Services Product Offered

Table 180. Serco Customer Support Outsourcing Services Revenue (\$ million), Gross Margin and Market Share (2021-2026)

Table 181. Serco Main Business

Table 182. Serco Latest Developments

Table 183. Atento Details, Company Type, Customer Support Outsourcing Services Area Served and Its Competitors

Table 184. Atento Customer Support Outsourcing Services Product Offered

Table 185. Atento Customer Support Outsourcing Services Revenue (\$ million), Gross Margin and Market Share (2021-2026)

Table 186. Atento Main Business

Table 187. Atento Latest Developments

Table 188. TeleTech Holdings Details, Company Type, Customer Support Outsourcing Services Area Served and Its Competitors

Table 189. TeleTech Holdings Customer Support Outsourcing Services Product Offered

Table 190. TeleTech Holdings Customer Support Outsourcing Services Revenue (\$ million), Gross Margin and Market Share (2021-2026)

Table 191. TeleTech Holdings Main Business

Table 192. TeleTech Holdings Latest Developments

List Of Figures

LIST OF FIGURES

- Figure 1. Customer Support Outsourcing Services Report Years Considered
- Figure 2. Research Objectives
- Figure 3. Research Methodology
- Figure 4. Research Process and Data Source
- Figure 5. Global Customer Support Outsourcing Services Market Size Growth Rate (2021-2032) (\$ millions)
- Figure 6. Customer Support Outsourcing Services Sales by Geographic Region (2021, 2025 & 2032) & (\$ millions)
- Figure 7. Customer Support Outsourcing Services Sales Market Share by Country/Region (2025)
- Figure 8. Customer Support Outsourcing Services Sales Market Share by Country/Region (2021, 2025 & 2032)
- Figure 9. Global Customer Support Outsourcing Services Market Size Market Share by Type in 2025
- Figure 10. Global Customer Support Outsourcing Services Market Size Market Share by Geographic Location in 2025
- Figure 11. Global Customer Support Outsourcing Services Market Size Market Share by Collaboration Model in 2025
- Figure 12. Global Customer Support Outsourcing Services Market Size Market Share by Service Channel in 2025
- Figure 13. Customer Support Outsourcing Services in Large Enterprises
- Figure 14. Global Customer Support Outsourcing Services Market: Large Enterprises (2021-2026) & (\$ millions)
- Figure 15. Customer Support Outsourcing Services in SMEs
- Figure 16. Global Customer Support Outsourcing Services Market: SMEs (2021-2026) & (\$ millions)
- Figure 17. Global Customer Support Outsourcing Services Market Size Market Share by Application in 2025
- Figure 18. Global Customer Support Outsourcing Services Revenue Market Share by Player in 2025
- Figure 19. Global Customer Support Outsourcing Services Market Size Market Share by Region (2021-2026)
- Figure 20. Americas Customer Support Outsourcing Services Market Size 2021-2026 (\$ millions)
- Figure 21. APAC Customer Support Outsourcing Services Market Size 2021-2026 (\$

millions)

Figure 22. Europe Customer Support Outsourcing Services Market Size 2021-2026 (\$ millions)

Figure 23. Middle East & Africa Customer Support Outsourcing Services Market Size 2021-2026 (\$ millions)

Figure 24. Americas Customer Support Outsourcing Services Value Market Share by Country in 2025

Figure 25. United States Customer Support Outsourcing Services Market Size Growth 2021-2026 (\$ millions)

Figure 26. Canada Customer Support Outsourcing Services Market Size Growth 2021-2026 (\$ millions)

Figure 27. Mexico Customer Support Outsourcing Services Market Size Growth 2021-2026 (\$ millions)

Figure 28. Brazil Customer Support Outsourcing Services Market Size Growth 2021-2026 (\$ millions)

Figure 29. APAC Customer Support Outsourcing Services Market Size Market Share by Region in 2025

Figure 30. APAC Customer Support Outsourcing Services Market Size Market Share by Type (2021-2026)

Figure 31. APAC Customer Support Outsourcing Services Market Size Market Share by Application (2021-2026)

Figure 32. China Customer Support Outsourcing Services Market Size Growth 2021-2026 (\$ millions)

Figure 33. Japan Customer Support Outsourcing Services Market Size Growth 2021-2026 (\$ millions)

Figure 34. South Korea Customer Support Outsourcing Services Market Size Growth 2021-2026 (\$ millions)

Figure 35. Southeast Asia Customer Support Outsourcing Services Market Size Growth 2021-2026 (\$ millions)

Figure 36. India Customer Support Outsourcing Services Market Size Growth 2021-2026 (\$ millions)

Figure 37. Australia Customer Support Outsourcing Services Market Size Growth 2021-2026 (\$ millions)

Figure 38. Europe Customer Support Outsourcing Services Market Size Market Share by Country in 2025

Figure 39. Europe Customer Support Outsourcing Services Market Size Market Share by Type (2021-2026)

Figure 40. Europe Customer Support Outsourcing Services Market Size Market Share by Application (2021-2026)

Figure 41. Germany Customer Support Outsourcing Services Market Size Growth 2021-2026 (\$ millions)

Figure 42. France Customer Support Outsourcing Services Market Size Growth 2021-2026 (\$ millions)

Figure 43. UK Customer Support Outsourcing Services Market Size Growth 2021-2026 (\$ millions)

Figure 44. Italy Customer Support Outsourcing Services Market Size Growth 2021-2026 (\$ millions)

Figure 45. Russia Customer Support Outsourcing Services Market Size Growth 2021-2026 (\$ millions)

Figure 46. Middle East & Africa Customer Support Outsourcing Services Market Size Market Share by Region (2021-2026)

Figure 47. Middle East & Africa Customer Support Outsourcing Services Market Size Market Share by Type (2021-2026)

Figure 48. Middle East & Africa Customer Support Outsourcing Services Market Size Market Share by Application (2021-2026)

Figure 49. Egypt Customer Support Outsourcing Services Market Size Growth 2021-2026 (\$ millions)

Figure 50. South Africa Customer Support Outsourcing Services Market Size Growth 2021-2026 (\$ millions)

Figure 51. Israel Customer Support Outsourcing Services Market Size Growth 2021-2026 (\$ millions)

Figure 52. Turkey Customer Support Outsourcing Services Market Size Growth 2021-2026 (\$ millions)

Figure 53. GCC Countries Customer Support Outsourcing Services Market Size Growth 2021-2026 (\$ millions)

Figure 54. Americas Customer Support Outsourcing Services Market Size 2027-2032 (\$ millions)

Figure 55. APAC Customer Support Outsourcing Services Market Size 2027-2032 (\$ millions)

Figure 56. Europe Customer Support Outsourcing Services Market Size 2027-2032 (\$ millions)

Figure 57. Middle East & Africa Customer Support Outsourcing Services Market Size 2027-2032 (\$ millions)

Figure 58. United States Customer Support Outsourcing Services Market Size 2027-2032 (\$ millions)

Figure 59. Canada Customer Support Outsourcing Services Market Size 2027-2032 (\$ millions)

Figure 60. Mexico Customer Support Outsourcing Services Market Size 2027-2032 (\$

millions)

Figure 61. Brazil Customer Support Outsourcing Services Market Size 2027-2032 (\$ millions)

Figure 62. China Customer Support Outsourcing Services Market Size 2027-2032 (\$ millions)

Figure 63. Japan Customer Support Outsourcing Services Market Size 2027-2032 (\$ millions)

Figure 64. Korea Customer Support Outsourcing Services Market Size 2027-2032 (\$ millions)

Figure 65. Southeast Asia Customer Support Outsourcing Services Market Size 2027-2032 (\$ millions)

Figure 66. India Customer Support Outsourcing Services Market Size 2027-2032 (\$ millions)

Figure 67. Australia Customer Support Outsourcing Services Market Size 2027-2032 (\$ millions)

Figure 68. Germany Customer Support Outsourcing Services Market Size 2027-2032 (\$ millions)

Figure 69. France Customer Support Outsourcing Services Market Size 2027-2032 (\$ millions)

Figure 70. UK Customer Support Outsourcing Services Market Size 2027-2032 (\$ millions)

Figure 71. Italy Customer Support Outsourcing Services Market Size 2027-2032 (\$ millions)

Figure 72. Russia Customer Support Outsourcing Services Market Size 2027-2032 (\$ millions)

Figure 73. Egypt Customer Support Outsourcing Services Market Size 2027-2032 (\$ millions)

Figure 74. South Africa Customer Support Outsourcing Services Market Size 2027-2032 (\$ millions)

Figure 75. Israel Customer Support Outsourcing Services Market Size 2027-2032 (\$ millions)

Figure 76. Turkey Customer Support Outsourcing Services Market Size 2027-2032 (\$ millions)

Figure 77. Global Customer Support Outsourcing Services Market Size Market Share Forecast by Type (2027-2032)

Figure 78. Global Customer Support Outsourcing Services Market Size Market Share Forecast by Application (2027-2032)

Figure 79. GCC Countries Customer Support Outsourcing Services Market Size 2027-2032 (\$ millions)

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