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Global Digital Customer Experience and Engagement Solutions Market Growth (Status and Outlook) 2025-2031

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Abstracts

The global Digital Customer Experience and Engagement Solutions market size is predicted to grow from US$ million in 2025 to US$ million in 2031; it is expected to grow at a CAGR of %from 2025 to 2031.

United States market for Digital Customer Experience and Engagement Solutions is estimated to increase from US$ million in 2024 to US$ million by 2031, at a CAGR of % from 2025 through 2031.

China market for Digital Customer Experience and Engagement Solutions is estimated to increase from US$ million in 2024 to US$ million by 2031, at a CAGR of % from 2025 through 2031.

Europe market for Digital Customer Experience and Engagement Solutions is estimated to increase from US$ million in 2024 to US$ million by 2031, at a CAGR of % from 2025 through 2031.

Global key Digital Customer Experience and Engagement Solutions players cover Accenture, Capgemini, Cognizant, IBM Corporation, Liferay, etc. In terms of revenue, the global two largest companies occupied for a share nearly % in 2024.

LPI (LP Information)' newest research report, the “Digital Customer Experience and Engagement Solutions Industry Forecast” looks at past sales and reviews total world Digital Customer Experience and Engagement Solutions sales in 2024, providing a comprehensive analysis by region and market sector of projected Digital Customer Experience and Engagement Solutions sales for 2025 through 2031. With Digital

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Customer Experience and Engagement Solutions sales broken down by region, market sector and sub-sector, this report provides a detailed analysis in US$ millions of the world Digital Customer Experience and Engagement Solutions industry.

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

This Insight Report evaluates the key market trends, drivers, and affecting factors shaping the global outlook for Digital Customer Experience and Engagement Solutions 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 Digital Customer Experience and Engagement Solutions.

This report presents a comprehensive overview, market shares, and growth opportunities of Digital Customer Experience and Engagement Solutions market by product type, application, key players and key regions and countries.

Segmentation by Type:

Business to Business (B2B)

Business to Consumer (B2C)

Business to Business to Consumer (B2B2C)

Segmentation by Application:

Bank

Insurance

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- Manufacturing
- Public Sector
- Telecommunications
- Utilities
- Retail and Wholesale
- Transport
- Others

This report also splits the market by region:

- Americas
  - United States
  - Canada
  - Mexico
  - Brazil
- APAC
  - China
  - Japan
  - Korea
  - Southeast Asia
  - India

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- 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.

- Accenture
- Capgemini
- Cognizant
- IBM Corporation

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Liferay

MEGA International

Orange Business Services

Tietoevry Corporation

SAS Institute

KOFAX

NCR Corporation

Tata Consultancy Services

Zendesk

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