

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

<https://marketpublishers.com/r/G5A4D84B0F72EN.html>

Date: July 2026

Pages: 149

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

ID: G5A4D84B0F72EN

Abstracts

The global E-commerce Customer Support Outsourcing market size is predicted to grow from US\$ 60687 million in 2025 to US\$ 89417 million in 2032; it is expected to grow at a CAGR of 5.8% from 2026 to 2032.

E-commerce customer support outsourcing refers to a business model where e-commerce companies entrust customer service functions such as pre-sales consultation, order inquiry, payment assistance, logistics tracking, returns and exchanges, after-sales service, complaint management, and social media interaction to professional third-party service providers. Service providers typically provide support to consumers through multiple channels including online chat, telephone, email, instant messaging tools, and social media, and leverage customer relationship management (CRM), ticket management systems, intelligent customer service, and data analytics tools to improve service efficiency and customer satisfaction. This model helps e-commerce companies reduce labor and operating costs, achieve 24/7 service coverage, multilingual support, and flexible business expansion, allowing companies to focus more on core businesses such as product development, brand building, and market expansion.

With the continued growth of global e-commerce transaction volume, the rapid expansion of cross-border e-commerce, and the increasing demands of consumers for immediate response and personalized services, the e-commerce customer support outsourcing industry is experiencing significant growth. More and more brands, platform sellers, and DTC companies are opting for outsourcing to obtain professional customer service resources, multilingual service capabilities, and global operational support to improve customer experience and control operating costs. Meanwhile, the widespread application of technologies such as generative artificial intelligence, intelligent robots,

automatic translation, speech recognition, and customer data analysis is driving the industry towards an 'AI + human service' collaborative model, improving service efficiency and quality. In the future, as the penetration rate of social e-commerce, live-streaming e-commerce, mobile e-commerce, and e-commerce in emerging markets further increases, customer service demand will continue to grow. The e-commerce customer support outsourcing market is expected to maintain a rapid growth rate and develop towards higher value-added directions such as omnichannel customer experience management, high-value customer operations, and data-driven services.

United States market for E-commerce Customer Support Outsourcing is estimated to increase from US\$ million in 2025 to US\$ million by 2032, at a CAGR of % from 2026 through 2032.

China market for E-commerce Customer Support Outsourcing is estimated to increase from US\$ million in 2025 to US\$ million by 2032, at a CAGR of % from 2026 through 2032.

Europe market for E-commerce Customer Support Outsourcing is estimated to increase from US\$ million in 2025 to US\$ million by 2032, at a CAGR of % from 2026 through 2032.

Global key E-commerce Customer Support Outsourcing players cover Teleperformance, Concentrix, Alorica, TaskUs, TTEC, etc. In terms of revenue, the global two largest companies occupied for a share nearly % in 2025.

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

This Insight Report provides a comprehensive analysis of the global E-commerce Customer Support Outsourcing landscape and highlights key trends related to product segmentation, company formation, revenue, and market share, latest development, and M&A activity. This report also analyses the strategies of leading global companies with a focus on E-commerce Customer Support Outsourcing portfolios and capabilities,

market entry strategies, market positions, and geographic footprints, to better understand these firms' unique position in an accelerating global E-commerce Customer Support Outsourcing market.

This Insight Report evaluates the key market trends, drivers, and affecting factors shaping the global outlook for E-commerce Customer Support Outsourcing and breaks down the forecast by Type, by Application, geography, and market size to highlight emerging pockets of opportunity. With a transparent methodology based on hundreds of bottom-up qualitative and quantitative market inputs, this study forecast offers a highly nuanced view of the current state and future trajectory in the global E-commerce Customer Support Outsourcing.

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

Segmentation by Type:

Telephone Customer Service Outsourcing

Online Customer Service Outsourcing

Email Customer Service Outsourcing

Other

Segmentation by Business Scope:

Pre-sales Consultation

Order Processing

After-sales Service

Segmentation by Technology Maturity:

Pure Human Customer Service Outsourcing

AI-Assisted Customer Service

Fully Automated AI Customer Service System

Segmentation by Application:

Comprehensive E-commerce Platform

Brand E-commerce

Social E-commerce

Others

This report also splits the market by region:

Americas

United States

Canada

Mexico

Brazil

APAC

China

Japan

Korea

Southeast Asia

India

Australia

Europe

Germany

France

UK

Italy

Russia

Middle East & Africa

Egypt

South Africa

Israel

Turkey

GCC Countries

The below companies that are profiled have been selected based on inputs gathered from primary experts and analyzing the company's coverage, product portfolio, its market penetration.

Teleperformance

Concentrix

Alorica

TaskUs

TTEC

TELUS International

Conduent

Sutherland Global

Foundever

Majorel

Transcom

Arvato

Capita

WNS Global Services

Firstsource Solutions

Infosys BPM

iQor

Transcosmos

Bellsystem24

SCSK ServiceWare

LG Uplus Contact Center

iSoftStone

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 E-commerce Customer Support Outsourcing Market Size (2021-2032)
 - 2.1.2 E-commerce Customer Support Outsourcing Market Size CAGR by Region (2021 VS 2025 VS 2032)
 - 2.1.3 World Current & Future Analysis for E-commerce Customer Support Outsourcing by Country/Region (2021, 2025 & 2032)
- 2.2 E-commerce Customer Support Outsourcing Segment by Type
 - 2.2.1 Telephone Customer Service Outsourcing
 - 2.2.2 Online Customer Service Outsourcing
 - 2.2.3 Email Customer Service Outsourcing
 - 2.2.4 Other
 - 2.2.5 E-commerce Customer Support Outsourcing Market Size by Type
 - 2.2.5.1 E-commerce Customer Support Outsourcing Market Size CAGR by Type (2021 VS 2025 VS 2032)
 - 2.2.5.2 Global E-commerce Customer Support Outsourcing Market Size Market Share by Type (2021-2026)
- 2.3 E-commerce Customer Support Outsourcing Segment by Business Scope
 - 2.3.1 Pre-sales Consultation
 - 2.3.2 Order Processing
 - 2.3.3 After-sales Service
 - 2.3.4 E-commerce Customer Support Outsourcing Market Size by Business Scope
 - 2.3.4.1 E-commerce Customer Support Outsourcing Market Size CAGR by Business Scope (2021 VS 2025 VS 2032)
 - 2.3.4.2 Global E-commerce Customer Support Outsourcing Market Size Market

Share by Business Scope (2021-2026)

2.4 E-commerce Customer Support Outsourcing Segment by Technology Maturity

2.4.1 Pure Human Customer Service Outsourcing

2.4.2 AI-Assisted Customer Service

2.4.3 Fully Automated AI Customer Service System

2.4.4 E-commerce Customer Support Outsourcing Market Size by Technology Maturity

2.4.4.1 E-commerce Customer Support Outsourcing Market Size CAGR by Technology Maturity (2021 VS 2025 VS 2032)

2.4.4.2 Global E-commerce Customer Support Outsourcing Market Size Market Share by Technology Maturity (2021-2026)

2.5 E-commerce Customer Support Outsourcing Segment by Application

2.5.1 Comprehensive E-commerce Platform

2.5.2 Brand E-commerce

2.5.3 Social E-commerce

2.5.4 Others

2.5.5 E-commerce Customer Support Outsourcing Market Size by Application

2.5.5.1 E-commerce Customer Support Outsourcing Market Size CAGR by Application (2021 VS 2025 VS 2032)

2.5.5.2 Global E-commerce Customer Support Outsourcing Market Size Market Share by Application (2021-2026)

3 E-COMMERCE CUSTOMER SUPPORT OUTSOURCING MARKET SIZE BY PLAYER

3.1 E-commerce Customer Support Outsourcing Market Size Market Share by Player

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

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

3.2 Global E-commerce Customer Support Outsourcing 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 E-COMMERCE CUSTOMER SUPPORT OUTSOURCING BY REGION

- 4.1 E-commerce Customer Support Outsourcing Market Size by Region (2021-2026)
- 4.2 Global E-commerce Customer Support Outsourcing Annual Revenue by Country/Region (2021-2026)
- 4.3 Americas E-commerce Customer Support Outsourcing Market Size Growth (2021-2026)
- 4.4 APAC E-commerce Customer Support Outsourcing Market Size Growth (2021-2026)
- 4.5 Europe E-commerce Customer Support Outsourcing Market Size Growth (2021-2026)
- 4.6 Middle East & Africa E-commerce Customer Support Outsourcing Market Size Growth (2021-2026)

5 AMERICAS

- 5.1 Americas E-commerce Customer Support Outsourcing Market Size by Country (2021-2026)
- 5.2 Americas E-commerce Customer Support Outsourcing Market Size by Type (2021-2026)
- 5.3 Americas E-commerce Customer Support Outsourcing Market Size by Application (2021-2026)
- 5.4 United States
- 5.5 Canada
- 5.6 Mexico
- 5.7 Brazil

6 APAC

- 6.1 APAC E-commerce Customer Support Outsourcing Market Size by Region (2021-2026)
- 6.2 APAC E-commerce Customer Support Outsourcing Market Size by Type (2021-2026)
- 6.3 APAC E-commerce Customer Support Outsourcing 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 E-commerce Customer Support Outsourcing Market Size by Country (2021-2026)

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

7.3 Europe E-commerce Customer Support Outsourcing 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 E-commerce Customer Support Outsourcing by Region (2021-2026)

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

8.3 Middle East & Africa E-commerce Customer Support Outsourcing 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 E-COMMERCE CUSTOMER SUPPORT OUTSOURCING MARKET FORECAST

10.1 Global E-commerce Customer Support Outsourcing Forecast by Region

(2027-2032)

10.1.1 Global E-commerce Customer Support Outsourcing Forecast by Region

(2027-2032)

10.1.2 Americas E-commerce Customer Support Outsourcing Forecast

10.1.3 APAC E-commerce Customer Support Outsourcing Forecast

10.1.4 Europe E-commerce Customer Support Outsourcing Forecast

10.1.5 Middle East & Africa E-commerce Customer Support Outsourcing Forecast

10.2 Americas E-commerce Customer Support Outsourcing Forecast by Country

(2027-2032)

10.2.1 United States Market E-commerce Customer Support Outsourcing Forecast

10.2.2 Canada Market E-commerce Customer Support Outsourcing Forecast

10.2.3 Mexico Market E-commerce Customer Support Outsourcing Forecast

10.2.4 Brazil Market E-commerce Customer Support Outsourcing Forecast

10.3 APAC E-commerce Customer Support Outsourcing Forecast by Region

(2027-2032)

10.3.1 China E-commerce Customer Support Outsourcing Market Forecast

10.3.2 Japan Market E-commerce Customer Support Outsourcing Forecast

10.3.3 Korea Market E-commerce Customer Support Outsourcing Forecast

10.3.4 Southeast Asia Market E-commerce Customer Support Outsourcing Forecast

10.3.5 India Market E-commerce Customer Support Outsourcing Forecast

10.3.6 Australia Market E-commerce Customer Support Outsourcing Forecast

10.4 Europe E-commerce Customer Support Outsourcing Forecast by Country

(2027-2032)

10.4.1 Germany Market E-commerce Customer Support Outsourcing Forecast

10.4.2 France Market E-commerce Customer Support Outsourcing Forecast

10.4.3 UK Market E-commerce Customer Support Outsourcing Forecast

10.4.4 Italy Market E-commerce Customer Support Outsourcing Forecast

10.4.5 Russia Market E-commerce Customer Support Outsourcing Forecast

10.5 Middle East & Africa E-commerce Customer Support Outsourcing Forecast by Region (2027-2032)

10.5.1 Egypt Market E-commerce Customer Support Outsourcing Forecast

10.5.2 South Africa Market E-commerce Customer Support Outsourcing Forecast

10.5.3 Israel Market E-commerce Customer Support Outsourcing Forecast

10.5.4 Turkey Market E-commerce Customer Support Outsourcing Forecast

10.6 Global E-commerce Customer Support Outsourcing Forecast by Type (2027-2032)

10.7 Global E-commerce Customer Support Outsourcing Forecast by Application

(2027-2032)

10.7.1 GCC Countries Market E-commerce Customer Support Outsourcing Forecast

11 KEY PLAYERS ANALYSIS

11.1 Teleperformance

11.1.1 Teleperformance Company Information

11.1.2 Teleperformance E-commerce Customer Support Outsourcing Product Offered

11.1.3 Teleperformance E-commerce Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026)

11.1.4 Teleperformance Main Business Overview

11.1.5 Teleperformance Latest Developments

11.2 Concentrix

11.2.1 Concentrix Company Information

11.2.2 Concentrix E-commerce Customer Support Outsourcing Product Offered

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

11.2.4 Concentrix Main Business Overview

11.2.5 Concentrix Latest Developments

11.3 Alorica

11.3.1 Alorica Company Information

11.3.2 Alorica E-commerce Customer Support Outsourcing Product Offered

11.3.3 Alorica E-commerce Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026)

11.3.4 Alorica Main Business Overview

11.3.5 Alorica Latest Developments

11.4 TaskUs

11.4.1 TaskUs Company Information

11.4.2 TaskUs E-commerce Customer Support Outsourcing Product Offered

11.4.3 TaskUs E-commerce Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026)

11.4.4 TaskUs Main Business Overview

11.4.5 TaskUs Latest Developments

11.5 TTEC

11.5.1 TTEC Company Information

11.5.2 TTEC E-commerce Customer Support Outsourcing Product Offered

11.5.3 TTEC E-commerce Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026)

11.5.4 TTEC Main Business Overview

11.5.5 TTEC Latest Developments

11.6 TELUS International

11.6.1 TELUS International Company Information

11.6.2 TELUS International E-commerce Customer Support Outsourcing Product Offered

11.6.3 TELUS International E-commerce Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026)

11.6.4 TELUS International Main Business Overview

11.6.5 TELUS International Latest Developments

11.7 Conduent

11.7.1 Conduent Company Information

11.7.2 Conduent E-commerce Customer Support Outsourcing Product Offered

11.7.3 Conduent E-commerce Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026)

11.7.4 Conduent Main Business Overview

11.7.5 Conduent Latest Developments

11.8 Sutherland Global

11.8.1 Sutherland Global Company Information

11.8.2 Sutherland Global E-commerce Customer Support Outsourcing Product Offered

11.8.3 Sutherland Global E-commerce Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026)

11.8.4 Sutherland Global Main Business Overview

11.8.5 Sutherland Global Latest Developments

11.9 Foundever

11.9.1 Foundever Company Information

11.9.2 Foundever E-commerce Customer Support Outsourcing Product Offered

11.9.3 Foundever E-commerce Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026)

11.9.4 Foundever Main Business Overview

11.9.5 Foundever Latest Developments

11.10 Majorel

11.10.1 Majorel Company Information

11.10.2 Majorel E-commerce Customer Support Outsourcing Product Offered

11.10.3 Majorel E-commerce Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026)

11.10.4 Majorel Main Business Overview

11.10.5 Majorel Latest Developments

11.11 Transcom

11.11.1 Transcom Company Information

11.11.2 Transcom E-commerce Customer Support Outsourcing Product Offered

11.11.3 Transcom E-commerce Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026)

- 11.11.4 Transcom Main Business Overview
- 11.11.5 Transcom Latest Developments
- 11.12 Arvato
 - 11.12.1 Arvato Company Information
 - 11.12.2 Arvato E-commerce Customer Support Outsourcing Product Offered
 - 11.12.3 Arvato E-commerce Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026)
 - 11.12.4 Arvato Main Business Overview
 - 11.12.5 Arvato Latest Developments
- 11.13 Capita
 - 11.13.1 Capita Company Information
 - 11.13.2 Capita E-commerce Customer Support Outsourcing Product Offered
 - 11.13.3 Capita E-commerce Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026)
 - 11.13.4 Capita Main Business Overview
 - 11.13.5 Capita Latest Developments
- 11.14 WNS Global Services
 - 11.14.1 WNS Global Services Company Information
 - 11.14.2 WNS Global Services E-commerce Customer Support Outsourcing Product Offered
 - 11.14.3 WNS Global Services E-commerce Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026)
 - 11.14.4 WNS Global Services Main Business Overview
 - 11.14.5 WNS Global Services Latest Developments
- 11.15 Firstsource Solutions
 - 11.15.1 Firstsource Solutions Company Information
 - 11.15.2 Firstsource Solutions E-commerce Customer Support Outsourcing Product Offered
 - 11.15.3 Firstsource Solutions E-commerce Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026)
 - 11.15.4 Firstsource Solutions Main Business Overview
 - 11.15.5 Firstsource Solutions Latest Developments
- 11.16 Infosys BPM
 - 11.16.1 Infosys BPM Company Information
 - 11.16.2 Infosys BPM E-commerce Customer Support Outsourcing Product Offered
 - 11.16.3 Infosys BPM E-commerce Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026)
 - 11.16.4 Infosys BPM Main Business Overview
 - 11.16.5 Infosys BPM Latest Developments

11.17 iQor

11.17.1 iQor Company Information

11.17.2 iQor E-commerce Customer Support Outsourcing Product Offered

11.17.3 iQor E-commerce Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026)

11.17.4 iQor Main Business Overview

11.17.5 iQor Latest Developments

11.18 Transcosmos

11.18.1 Transcosmos Company Information

11.18.2 Transcosmos E-commerce Customer Support Outsourcing Product Offered

11.18.3 Transcosmos E-commerce Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026)

11.18.4 Transcosmos Main Business Overview

11.18.5 Transcosmos Latest Developments

11.19 Bellsystem24

11.19.1 Bellsystem24 Company Information

11.19.2 Bellsystem24 E-commerce Customer Support Outsourcing Product Offered

11.19.3 Bellsystem24 E-commerce Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026)

11.19.4 Bellsystem24 Main Business Overview

11.19.5 Bellsystem24 Latest Developments

11.20 SCSK ServiceWare

11.20.1 SCSK ServiceWare Company Information

11.20.2 SCSK ServiceWare E-commerce Customer Support Outsourcing Product Offered

11.20.3 SCSK ServiceWare E-commerce Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026)

11.20.4 SCSK ServiceWare Main Business Overview

11.20.5 SCSK ServiceWare Latest Developments

11.21 LG Uplus Contact Center

11.21.1 LG Uplus Contact Center Company Information

11.21.2 LG Uplus Contact Center E-commerce Customer Support Outsourcing Product Offered

11.21.3 LG Uplus Contact Center E-commerce Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026)

11.21.4 LG Uplus Contact Center Main Business Overview

11.21.5 LG Uplus Contact Center Latest Developments

11.22 iSoftStone

11.22.1 iSoftStone Company Information

11.22.2 iSoftStone E-commerce Customer Support Outsourcing Product Offered

11.22.3 iSoftStone E-commerce Customer Support Outsourcing Revenue, Gross Margin and Market Share (2021-2026)

11.22.4 iSoftStone Main Business Overview

11.22.5 iSoftStone Latest Developments

12 RESEARCH FINDINGS AND CONCLUSION

List Of Tables

LIST OF TABLES

Table 1. E-commerce Customer Support Outsourcing Market Size CAGR by Region (2021 VS 2025 VS 2032) & (\$ millions)

Table 2. E-commerce Customer Support Outsourcing Annual Sales CAGR by Country/Region (2021, 2025 & 2032) & (\$ millions)

Table 3. Major Players of Telephone Customer Service Outsourcing

Table 4. Major Players of Online Customer Service Outsourcing

Table 5. Major Players of Email Customer Service Outsourcing

Table 6. Major Players of Other

Table 7. E-commerce Customer Support Outsourcing Market Size CAGR by Type (2021 VS 2025 VS 2032) & (\$ millions)

Table 8. Global E-commerce Customer Support Outsourcing Market Size by Type (2021-2026) & (\$ millions)

Table 9. Global E-commerce Customer Support Outsourcing Market Size Market Share by Type (2021-2026)

Table 10. Major Players of Pre-sales Consultation

Table 11. Major Players of Order Processing

Table 12. Major Players of After-sales Service

Table 13. E-commerce Customer Support Outsourcing Market Size CAGR by Business Scope (2021 VS 2025 VS 2032) & (\$ millions)

Table 14. Global E-commerce Customer Support Outsourcing Market Size by Business Scope (2021-2026) & (\$ millions)

Table 15. Global E-commerce Customer Support Outsourcing Market Size Market Share by Business Scope (2021-2026)

Table 16. Major Players of Pure Human Customer Service Outsourcing

Table 17. Major Players of AI-Assisted Customer Service

Table 18. Major Players of Fully Automated AI Customer Service System

Table 19. E-commerce Customer Support Outsourcing Market Size CAGR by Technology Maturity (2021 VS 2025 VS 2032) & (\$ millions)

Table 20. Global E-commerce Customer Support Outsourcing Market Size by Technology Maturity (2021-2026) & (\$ millions)

Table 21. Global E-commerce Customer Support Outsourcing Market Size Market Share by Technology Maturity (2021-2026)

Table 22. E-commerce Customer Support Outsourcing Market Size CAGR by Application (2021 VS 2025 VS 2032) & (\$ millions)

Table 23. Global E-commerce Customer Support Outsourcing Market Size by

Application (2021-2026) & (\$ millions)

Table 24. Global E-commerce Customer Support Outsourcing Market Size Market Share by Application (2021-2026)

Table 25. Global E-commerce Customer Support Outsourcing Revenue by Player (2021-2026) & (\$ millions)

Table 26. Global E-commerce Customer Support Outsourcing Revenue Market Share by Player (2021-2026)

Table 27. E-commerce Customer Support Outsourcing Key Players Head office and Products Offered

Table 28. E-commerce Customer Support Outsourcing Concentration Ratio (CR3, CR5 and CR10) & (2024-2026)

Table 29. New Products and Potential Entrants

Table 30. Mergers & Acquisitions, Expansion

Table 31. Global E-commerce Customer Support Outsourcing Market Size by Region (2021-2026) & (\$ millions)

Table 32. Global E-commerce Customer Support Outsourcing Market Size Market Share by Region (2021-2026)

Table 33. Global E-commerce Customer Support Outsourcing Revenue by Country/Region (2021-2026) & (\$ millions)

Table 34. Global E-commerce Customer Support Outsourcing Revenue Market Share by Country/Region (2021-2026)

Table 35. Americas E-commerce Customer Support Outsourcing Market Size by Country (2021-2026) & (\$ millions)

Table 36. Americas E-commerce Customer Support Outsourcing Market Size Market Share by Country (2021-2026)

Table 37. Americas E-commerce Customer Support Outsourcing Market Size by Type (2021-2026) & (\$ millions)

Table 38. Americas E-commerce Customer Support Outsourcing Market Size Market Share by Type (2021-2026)

Table 39. Americas E-commerce Customer Support Outsourcing Market Size by Application (2021-2026) & (\$ millions)

Table 40. Americas E-commerce Customer Support Outsourcing Market Size Market Share by Application (2021-2026)

Table 41. APAC E-commerce Customer Support Outsourcing Market Size by Region (2021-2026) & (\$ millions)

Table 42. APAC E-commerce Customer Support Outsourcing Market Size Market Share by Region (2021-2026)

Table 43. APAC E-commerce Customer Support Outsourcing Market Size by Type (2021-2026) & (\$ millions)

Table 44. APAC E-commerce Customer Support Outsourcing Market Size by Application (2021-2026) & (\$ millions)

Table 45. Europe E-commerce Customer Support Outsourcing Market Size by Country (2021-2026) & (\$ millions)

Table 46. Europe E-commerce Customer Support Outsourcing Market Size Market Share by Country (2021-2026)

Table 47. Europe E-commerce Customer Support Outsourcing Market Size by Type (2021-2026) & (\$ millions)

Table 48. Europe E-commerce Customer Support Outsourcing Market Size by Application (2021-2026) & (\$ millions)

Table 49. Middle East & Africa E-commerce Customer Support Outsourcing Market Size by Region (2021-2026) & (\$ millions)

Table 50. Middle East & Africa E-commerce Customer Support Outsourcing Market Size by Type (2021-2026) & (\$ millions)

Table 51. Middle East & Africa E-commerce Customer Support Outsourcing Market Size by Application (2021-2026) & (\$ millions)

Table 52. Key Market Drivers & Growth Opportunities of E-commerce Customer Support Outsourcing

Table 53. Key Market Challenges & Risks of E-commerce Customer Support Outsourcing

Table 54. Key Industry Trends of E-commerce Customer Support Outsourcing

Table 55. Global E-commerce Customer Support Outsourcing Market Size Forecast by Region (2027-2032) & (\$ millions)

Table 56. Global E-commerce Customer Support Outsourcing Market Size Market Share Forecast by Region (2027-2032)

Table 57. Global E-commerce Customer Support Outsourcing Market Size Forecast by Type (2027-2032) & (\$ millions)

Table 58. Global E-commerce Customer Support Outsourcing Market Size Forecast by Application (2027-2032) & (\$ millions)

Table 59. Teleperformance Details, Company Type, E-commerce Customer Support Outsourcing Area Served and Its Competitors

Table 60. Teleperformance E-commerce Customer Support Outsourcing Product Offered

Table 61. Teleperformance E-commerce Customer Support Outsourcing Revenue (\$ million), Gross Margin and Market Share (2021-2026)

Table 62. Teleperformance Main Business

Table 63. Teleperformance Latest Developments

Table 64. Concentrix Details, Company Type, E-commerce Customer Support Outsourcing Area Served and Its Competitors

Table 65. Concentrix E-commerce Customer Support Outsourcing Product Offered
Table 66. Concentrix E-commerce Customer Support Outsourcing Revenue (\$ million), Gross Margin and Market Share (2021-2026)
Table 67. Concentrix Main Business
Table 68. Concentrix Latest Developments
Table 69. Alorica Details, Company Type, E-commerce Customer Support Outsourcing Area Served and Its Competitors
Table 70. Alorica E-commerce Customer Support Outsourcing Product Offered
Table 71. Alorica E-commerce Customer Support Outsourcing Revenue (\$ million), Gross Margin and Market Share (2021-2026)
Table 72. Alorica Main Business
Table 73. Alorica Latest Developments
Table 74. TaskUs Details, Company Type, E-commerce Customer Support Outsourcing Area Served and Its Competitors
Table 75. TaskUs E-commerce Customer Support Outsourcing Product Offered
Table 76. TaskUs E-commerce Customer Support Outsourcing Revenue (\$ million), Gross Margin and Market Share (2021-2026)
Table 77. TaskUs Main Business
Table 78. TaskUs Latest Developments
Table 79. TTEC Details, Company Type, E-commerce Customer Support Outsourcing Area Served and Its Competitors
Table 80. TTEC E-commerce Customer Support Outsourcing Product Offered
Table 81. TTEC E-commerce Customer Support Outsourcing Revenue (\$ million), Gross Margin and Market Share (2021-2026)
Table 82. TTEC Main Business
Table 83. TTEC Latest Developments
Table 84. TELUS International Details, Company Type, E-commerce Customer Support Outsourcing Area Served and Its Competitors
Table 85. TELUS International E-commerce Customer Support Outsourcing Product Offered
Table 86. TELUS International E-commerce Customer Support Outsourcing Revenue (\$ million), Gross Margin and Market Share (2021-2026)
Table 87. TELUS International Main Business
Table 88. TELUS International Latest Developments
Table 89. Conduent Details, Company Type, E-commerce Customer Support Outsourcing Area Served and Its Competitors
Table 90. Conduent E-commerce Customer Support Outsourcing Product Offered
Table 91. Conduent E-commerce Customer Support Outsourcing Revenue (\$ million), Gross Margin and Market Share (2021-2026)

Table 92. Conduent Main Business

Table 93. Conduent Latest Developments

Table 94. Sutherland Global Details, Company Type, E-commerce Customer Support Outsourcing Area Served and Its Competitors

Table 95. Sutherland Global E-commerce Customer Support Outsourcing Product Offered

Table 96. Sutherland Global E-commerce Customer Support Outsourcing Revenue (\$ million), Gross Margin and Market Share (2021-2026)

Table 97. Sutherland Global Main Business

Table 98. Sutherland Global Latest Developments

Table 99. Foundever Details, Company Type, E-commerce Customer Support Outsourcing Area Served and Its Competitors

Table 100. Foundever E-commerce Customer Support Outsourcing Product Offered

Table 101. Foundever E-commerce Customer Support Outsourcing Revenue (\$ million), Gross Margin and Market Share (2021-2026)

Table 102. Foundever Main Business

Table 103. Foundever Latest Developments

Table 104. Majorel Details, Company Type, E-commerce Customer Support Outsourcing Area Served and Its Competitors

Table 105. Majorel E-commerce Customer Support Outsourcing Product Offered

Table 106. Majorel E-commerce Customer Support Outsourcing Revenue (\$ million), Gross Margin and Market Share (2021-2026)

Table 107. Majorel Main Business

Table 108. Majorel Latest Developments

Table 109. Transcom Details, Company Type, E-commerce Customer Support Outsourcing Area Served and Its Competitors

Table 110. Transcom E-commerce Customer Support Outsourcing Product Offered

Table 111. Transcom E-commerce Customer Support Outsourcing Revenue (\$ million), Gross Margin and Market Share (2021-2026)

Table 112. Transcom Main Business

Table 113. Transcom Latest Developments

Table 114. Arvato Details, Company Type, E-commerce Customer Support Outsourcing Area Served and Its Competitors

Table 115. Arvato E-commerce Customer Support Outsourcing Product Offered

Table 116. Arvato E-commerce Customer Support Outsourcing Revenue (\$ million), Gross Margin and Market Share (2021-2026)

Table 117. Arvato Main Business

Table 118. Arvato Latest Developments

Table 119. Capita Details, Company Type, E-commerce Customer Support Outsourcing

Area Served and Its Competitors

Table 120. Capita E-commerce Customer Support Outsourcing Product Offered

Table 121. Capita E-commerce Customer Support Outsourcing Revenue (\$ million), Gross Margin and Market Share (2021-2026)

Table 122. Capita Main Business

Table 123. Capita Latest Developments

Table 124. WNS Global Services Details, Company Type, E-commerce Customer Support Outsourcing Area Served and Its Competitors

Table 125. WNS Global Services E-commerce Customer Support Outsourcing Product Offered

Table 126. WNS Global Services E-commerce Customer Support Outsourcing Revenue (\$ million), Gross Margin and Market Share (2021-2026)

Table 127. WNS Global Services Main Business

Table 128. WNS Global Services Latest Developments

Table 129. Firstsource Solutions Details, Company Type, E-commerce Customer Support Outsourcing Area Served and Its Competitors

Table 130. Firstsource Solutions E-commerce Customer Support Outsourcing Product Offered

Table 131. Firstsource Solutions E-commerce Customer Support Outsourcing Revenue (\$ million), Gross Margin and Market Share (2021-2026)

Table 132. Firstsource Solutions Main Business

Table 133. Firstsource Solutions Latest Developments

Table 134. Infosys BPM Details, Company Type, E-commerce Customer Support Outsourcing Area Served and Its Competitors

Table 135. Infosys BPM E-commerce Customer Support Outsourcing Product Offered

Table 136. Infosys BPM E-commerce Customer Support Outsourcing Revenue (\$ million), Gross Margin and Market Share (2021-2026)

Table 137. Infosys BPM Main Business

Table 138. Infosys BPM Latest Developments

Table 139. iQor Details, Company Type, E-commerce Customer Support Outsourcing Area Served and Its Competitors

Table 140. iQor E-commerce Customer Support Outsourcing Product Offered

Table 141. iQor E-commerce Customer Support Outsourcing Revenue (\$ million), Gross Margin and Market Share (2021-2026)

Table 142. iQor Main Business

Table 143. iQor Latest Developments

Table 144. Transcosmos Details, Company Type, E-commerce Customer Support Outsourcing Area Served and Its Competitors

Table 145. Transcosmos E-commerce Customer Support Outsourcing Product Offered

Table 146. Transcosmos E-commerce Customer Support Outsourcing Revenue (\$ million), Gross Margin and Market Share (2021-2026)

Table 147. Transcosmos Main Business

Table 148. Transcosmos Latest Developments

Table 149. Bellsystem24 Details, Company Type, E-commerce Customer Support Outsourcing Area Served and Its Competitors

Table 150. Bellsystem24 E-commerce Customer Support Outsourcing Product Offered

Table 151. Bellsystem24 E-commerce Customer Support Outsourcing Revenue (\$ million), Gross Margin and Market Share (2021-2026)

Table 152. Bellsystem24 Main Business

Table 153. Bellsystem24 Latest Developments

Table 154. SCSK ServiceWare Details, Company Type, E-commerce Customer Support Outsourcing Area Served and Its Competitors

Table 155. SCSK ServiceWare E-commerce Customer Support Outsourcing Product Offered

Table 156. SCSK ServiceWare E-commerce Customer Support Outsourcing Revenue (\$ million), Gross Margin and Market Share (2021-2026)

Table 157. SCSK ServiceWare Main Business

Table 158. SCSK ServiceWare Latest Developments

Table 159. LG Uplus Contact Center Details, Company Type, E-commerce Customer Support Outsourcing Area Served and Its Competitors

Table 160. LG Uplus Contact Center E-commerce Customer Support Outsourcing Product Offered

Table 161. LG Uplus Contact Center E-commerce Customer Support Outsourcing Revenue (\$ million), Gross Margin and Market Share (2021-2026)

Table 162. LG Uplus Contact Center Main Business

Table 163. LG Uplus Contact Center Latest Developments

Table 164. iSoftStone Details, Company Type, E-commerce Customer Support Outsourcing Area Served and Its Competitors

Table 165. iSoftStone E-commerce Customer Support Outsourcing Product Offered

Table 166. iSoftStone E-commerce Customer Support Outsourcing Revenue (\$ million), Gross Margin and Market Share (2021-2026)

Table 167. iSoftStone Main Business

Table 168. iSoftStone Latest Developments

List Of Figures

LIST OF FIGURES

- Figure 1. E-commerce Customer Support Outsourcing Report Years Considered
- Figure 2. Research Objectives
- Figure 3. Research Methodology
- Figure 4. Research Process and Data Source
- Figure 5. Global E-commerce Customer Support Outsourcing Market Size Growth Rate (2021-2032) (\$ millions)
- Figure 6. E-commerce Customer Support Outsourcing Sales by Geographic Region (2021, 2025 & 2032) & (\$ millions)
- Figure 7. E-commerce Customer Support Outsourcing Sales Market Share by Country/Region (2025)
- Figure 8. E-commerce Customer Support Outsourcing Sales Market Share by Country/Region (2021, 2025 & 2032)
- Figure 9. Global E-commerce Customer Support Outsourcing Market Size Market Share by Type in 2025
- Figure 10. Global E-commerce Customer Support Outsourcing Market Size Market Share by Business Scope in 2025
- Figure 11. Global E-commerce Customer Support Outsourcing Market Size Market Share by Technology Maturity in 2025
- Figure 12. E-commerce Customer Support Outsourcing in Comprehensive E-commerce Platform
- Figure 13. Global E-commerce Customer Support Outsourcing Market: Comprehensive E-commerce Platform (2021-2026) & (\$ millions)
- Figure 14. E-commerce Customer Support Outsourcing in Brand E-commerce
- Figure 15. Global E-commerce Customer Support Outsourcing Market: Brand E-commerce (2021-2026) & (\$ millions)
- Figure 16. E-commerce Customer Support Outsourcing in Social E-commerce
- Figure 17. Global E-commerce Customer Support Outsourcing Market: Social E-commerce (2021-2026) & (\$ millions)
- Figure 18. E-commerce Customer Support Outsourcing in Others
- Figure 19. Global E-commerce Customer Support Outsourcing Market: Others (2021-2026) & (\$ millions)
- Figure 20. Global E-commerce Customer Support Outsourcing Market Size Market Share by Application in 2025
- Figure 21. Global E-commerce Customer Support Outsourcing Revenue Market Share by Player in 2025

Figure 22. Global E-commerce Customer Support Outsourcing Market Size Market Share by Region (2021-2026)

Figure 23. Americas E-commerce Customer Support Outsourcing Market Size 2021-2026 (\$ millions)

Figure 24. APAC E-commerce Customer Support Outsourcing Market Size 2021-2026 (\$ millions)

Figure 25. Europe E-commerce Customer Support Outsourcing Market Size 2021-2026 (\$ millions)

Figure 26. Middle East & Africa E-commerce Customer Support Outsourcing Market Size 2021-2026 (\$ millions)

Figure 27. Americas E-commerce Customer Support Outsourcing Value Market Share by Country in 2025

Figure 28. United States E-commerce Customer Support Outsourcing Market Size Growth 2021-2026 (\$ millions)

Figure 29. Canada E-commerce Customer Support Outsourcing Market Size Growth 2021-2026 (\$ millions)

Figure 30. Mexico E-commerce Customer Support Outsourcing Market Size Growth 2021-2026 (\$ millions)

Figure 31. Brazil E-commerce Customer Support Outsourcing Market Size Growth 2021-2026 (\$ millions)

Figure 32. APAC E-commerce Customer Support Outsourcing Market Size Market Share by Region in 2025

Figure 33. APAC E-commerce Customer Support Outsourcing Market Size Market Share by Type (2021-2026)

Figure 34. APAC E-commerce Customer Support Outsourcing Market Size Market Share by Application (2021-2026)

Figure 35. China E-commerce Customer Support Outsourcing Market Size Growth 2021-2026 (\$ millions)

Figure 36. Japan E-commerce Customer Support Outsourcing Market Size Growth 2021-2026 (\$ millions)

Figure 37. South Korea E-commerce Customer Support Outsourcing Market Size Growth 2021-2026 (\$ millions)

Figure 38. Southeast Asia E-commerce Customer Support Outsourcing Market Size Growth 2021-2026 (\$ millions)

Figure 39. India E-commerce Customer Support Outsourcing Market Size Growth 2021-2026 (\$ millions)

Figure 40. Australia E-commerce Customer Support Outsourcing Market Size Growth 2021-2026 (\$ millions)

Figure 41. Europe E-commerce Customer Support Outsourcing Market Size Market

Share by Country in 2025

Figure 42. Europe E-commerce Customer Support Outsourcing Market Size Market Share by Type (2021-2026)

Figure 43. Europe E-commerce Customer Support Outsourcing Market Size Market Share by Application (2021-2026)

Figure 44. Germany E-commerce Customer Support Outsourcing Market Size Growth 2021-2026 (\$ millions)

Figure 45. France E-commerce Customer Support Outsourcing Market Size Growth 2021-2026 (\$ millions)

Figure 46. UK E-commerce Customer Support Outsourcing Market Size Growth 2021-2026 (\$ millions)

Figure 47. Italy E-commerce Customer Support Outsourcing Market Size Growth 2021-2026 (\$ millions)

Figure 48. Russia E-commerce Customer Support Outsourcing Market Size Growth 2021-2026 (\$ millions)

Figure 49. Middle East & Africa E-commerce Customer Support Outsourcing Market Size Market Share by Region (2021-2026)

Figure 50. Middle East & Africa E-commerce Customer Support Outsourcing Market Size Market Share by Type (2021-2026)

Figure 51. Middle East & Africa E-commerce Customer Support Outsourcing Market Size Market Share by Application (2021-2026)

Figure 52. Egypt E-commerce Customer Support Outsourcing Market Size Growth 2021-2026 (\$ millions)

Figure 53. South Africa E-commerce Customer Support Outsourcing Market Size Growth 2021-2026 (\$ millions)

Figure 54. Israel E-commerce Customer Support Outsourcing Market Size Growth 2021-2026 (\$ millions)

Figure 55. Turkey E-commerce Customer Support Outsourcing Market Size Growth 2021-2026 (\$ millions)

Figure 56. GCC Countries E-commerce Customer Support Outsourcing Market Size Growth 2021-2026 (\$ millions)

Figure 57. Americas E-commerce Customer Support Outsourcing Market Size 2027-2032 (\$ millions)

Figure 58. APAC E-commerce Customer Support Outsourcing Market Size 2027-2032 (\$ millions)

Figure 59. Europe E-commerce Customer Support Outsourcing Market Size 2027-2032 (\$ millions)

Figure 60. Middle East & Africa E-commerce Customer Support Outsourcing Market Size 2027-2032 (\$ millions)

Figure 61. United States E-commerce Customer Support Outsourcing Market Size 2027-2032 (\$ millions)

Figure 62. Canada E-commerce Customer Support Outsourcing Market Size 2027-2032 (\$ millions)

Figure 63. Mexico E-commerce Customer Support Outsourcing Market Size 2027-2032 (\$ millions)

Figure 64. Brazil E-commerce Customer Support Outsourcing Market Size 2027-2032 (\$ millions)

Figure 65. China E-commerce Customer Support Outsourcing Market Size 2027-2032 (\$ millions)

Figure 66. Japan E-commerce Customer Support Outsourcing Market Size 2027-2032 (\$ millions)

Figure 67. Korea E-commerce Customer Support Outsourcing Market Size 2027-2032 (\$ millions)

Figure 68. Southeast Asia E-commerce Customer Support Outsourcing Market Size 2027-2032 (\$ millions)

Figure 69. India E-commerce Customer Support Outsourcing Market Size 2027-2032 (\$ millions)

Figure 70. Australia E-commerce Customer Support Outsourcing Market Size 2027-2032 (\$ millions)

Figure 71. Germany E-commerce Customer Support Outsourcing Market Size 2027-2032 (\$ millions)

Figure 72. France E-commerce Customer Support Outsourcing Market Size 2027-2032 (\$ millions)

Figure 73. UK E-commerce Customer Support Outsourcing Market Size 2027-2032 (\$ millions)

Figure 74. Italy E-commerce Customer Support Outsourcing Market Size 2027-2032 (\$ millions)

Figure 75. Russia E-commerce Customer Support Outsourcing Market Size 2027-2032 (\$ millions)

Figure 76. Egypt E-commerce Customer Support Outsourcing Market Size 2027-2032 (\$ millions)

Figure 77. South Africa E-commerce Customer Support Outsourcing Market Size 2027-2032 (\$ millions)

Figure 78. Israel E-commerce Customer Support Outsourcing Market Size 2027-2032 (\$ millions)

Figure 79. Turkey E-commerce Customer Support Outsourcing Market Size 2027-2032 (\$ millions)

Figure 80. Global E-commerce Customer Support Outsourcing Market Size Market

Share Forecast by Type (2027-2032)

Figure 81. Global E-commerce Customer Support Outsourcing Market Size Market

Share Forecast by Application (2027-2032)

Figure 82. GCC Countries E-commerce Customer Support Outsourcing Market Size

2027-2032 (\$ millions)

I would like to order

Product name: Global E-commerce Customer Support Outsourcing Market Growth (Status and Outlook) 2026-2032

Product link: <https://marketpublishers.com/r/G5A4D84B0F72EN.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

Payment

To pay by Credit Card (Visa, MasterCard, American Express, PayPal), please, click button on product page <https://marketpublishers.com/r/G5A4D84B0F72EN.html>