

# 2015-2027 Global Call Center Industry Market Research Report, Segment by Player, Type, Application, Marketing Channel, and Region

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## Abstracts

The worldwide market for Call Center is estimated to grow at a CAGR of roughly X.X% in the next 8 years, and will reach X.X million US\$ in 2027, from X.X million US\$ in 2020.

The report covers market size status and forecast, value chain analysis, market segmentation of Top countries in Major Regions, such as North America, Europe, Asia-Pacific, Latin America and Middle East & Africa, by type, application and marketing channel. In addition, the report focuses on the driving factors, restraints, opportunities and PEST analysis of major regions.

### Major Companies Covered

ATOS

Alliance Data System

Capita Customer Management

HCL BPO Services NI

Sykes Enterprises

IBEX Global

EXL Service Holdings

Tata Consultancy Services

Plusoft Informatica

Enter Call Center

West Corporation

Sitel

Convergys Corp

Genpact

BT Communications (Ireland)  
IBM Global Process Services  
Teleperformance

Major Types Covered  
Out-sourced Call Centers  
In-house Call Centers

Major Applications Covered  
Mass Market Center  
B2B Center  
Universal Center

Top Countries Data Covered in This Report

United States

Canada

Germany

UK

France

Italy

Spain

Russia

Netherlands

Turkey

Switzerland

Sweden

Poland

Belgium

China

Japan

South Korea

Australia

India

Taiwan

Indonesia

Thailand

Philippines

Malaysia

Brazil  
Mexico  
Argentina  
Columbia  
Chile  
Saudi Arabia  
UAE  
Egypt  
Nigeria  
South Africa

Years considered for this report:

Historical Years: 2015-2019

Base Year: 2019

Estimated Year: 2020

Forecast Period: 2020-2027

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