

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

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Abstracts

The worldwide market for Call Centre 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

Capita Customer Management

ATOS

EXL Service Holdings

Enter Call Center

Sitel

West Corporation

Sykes Enterprises

Tata Consultancy Services

Plussoft Informatica

IBEX Global

BT Communications (Ireland)

IBM Global Process Services

HCL BPO Services NI

Genpact

Teleperformance
Convergys Corp

Major Types Covered
Out-sourced call Centres
In-house call centres

Major Applications Covered
Mass market centre
B2B centre
Universal centre

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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