

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

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Abstracts

The worldwide market for Contact 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

Genesys

Parsec

Hanmec

Ericsson

Aspect Software

Verint Systems

Huawei

eGain

Syswill

Alcatel-Lucent

Altitude

Infotalk

Spectra

Interact

Talisma

Avaya
Grandsys
Oki Electric
P&W Solutions
Samsung (Seoul Commtech)Unify
Cisco Systems
Callray
Interactive Intelligence
ZTE
Enghouse Interactive
Zinglabs
Todentsu
Convergys
Fujitsu
West Interactive
SinoVoice
Bridgetec
Voiceware
Altigen
Artsoft
Synway
Infobird

Major Types Covered

Voice recording
E-Services recording
Automatic Call Distribution (ACD)
Computer Telephony Integration (CTI)
Customer Collaboration
Dialer
Interactive Voice Responses (IVR)
Reporting & Analytics
Workforce Optimization
Others

Major Applications Covered

Banking, Financial Services, and Insurance (BFSI)
Consumer Goods & Retail

Government
Healthcare
IT & Telecom
Traveling & Hospitality
Others

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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