

2020-2025 Global CCaaS Software Market Report - Production and Consumption Professional Analysis (Impact of COVID-19)

<https://marketpublishers.com/r/2E241EA69DBAEN.html>

Date: August 2021

Pages: 112

Price: US\$ 3,360.00 (Single User License)

ID: 2E241EA69DBAEN

Abstracts

CCaaS, or contact center as a service, software are cloud-hosted call center software tools. Lightweight and flexible, these solutions serve as a multichannel contact center that powers call centers while providing additional features such as customer analytics and advanced call routing.

This report elaborates the market size, market characteristics, and market growth of the CCaaS Software industry, and breaks down according to the type, application, and consumption area of CCaaS Software. The report also conducted a PESTEL analysis of the industry to study the main influencing factors and entry barriers of the industry.

In Chapter 3.4 of the report, the impact of the COVID-19 outbreak on the industry was fully assessed. Fully risk assessment and industry recommendations were made for CCaaS Software in a special period. This chapter also compares the markets of Pre COVID-19 and Post COVID-19.

In addition, chapters 8-12 consider the impact of COVID-19 on the regional economy.

Key players in the global CCaaS Software market covered in Chapter 13:

KOOKOO

Avaya

RingCentral

IBM

SAP

Talkdesk

CallTrackingMetrics

Telax
Bright Pattern
Connect First
NICE Systems
Contact Center
Genesys
MiCloud

In Chapter 6, on the basis of types, the CCaaS Software market from 2015 to 2025 is primarily split into:

Cloud Based
Web Based

In Chapter 7, on the basis of applications, the CCaaS Software market from 2015 to 2025 covers:

Large Enterprises
SMEs

Geographically, the detailed analysis of production, trade of the following countries is covered in Chapter 4.2, 5:

United States
Europe
China
Japan
India

Geographically, the detailed analysis of consumption, revenue, market share and growth rate of the following regions are covered in Chapter 8, 9, 10, 11, 12:

North America (Covered in Chapter 8)
United States
Canada
Mexico
Europe (Covered in Chapter 9)
Germany

UK
France
Italy
Spain
Others
Asia-Pacific (Covered in Chapter 10)
China
Japan
India
South Korea
Southeast Asia
Others
Middle East and Africa (Covered in Chapter 11)
Saudi Arabia
UAE
South Africa
Others
South America (Covered in Chapter 12)
Brazil
Others

Years considered for this report:

Historical Years: 2015-2019

Base Year: 2019

Estimated Year: 2020

Forecast Period: 2020-2025

Contents

1 CCAAS SOFTWARE MARKET - RESEARCH SCOPE

- 1.1 Study Goals
- 1.2 Market Definition and Scope
- 1.3 Key Market Segments
- 1.4 Study and Forecasting Years

2 CCAAS SOFTWARE MARKET - RESEARCH METHODOLOGY

- 2.1 Methodology
- 2.2 Research Data Source
 - 2.2.1 Secondary Data
 - 2.2.2 Primary Data
 - 2.2.3 Market Size Estimation
 - 2.2.4 Legal Disclaimer

3 CCAAS SOFTWARE MARKET FORCES

- 3.1 Global CCaaS Software Market Size
- 3.2 Top Impacting Factors (PESTEL Analysis)
 - 3.2.1 Political Factors
 - 3.2.2 Economic Factors
 - 3.2.3 Social Factors
 - 3.2.4 Technological Factors
 - 3.2.5 Environmental Factors
 - 3.2.6 Legal Factors
- 3.3 Industry Trend Analysis
- 3.4 Industry Trends Under COVID-19
 - 3.4.1 Risk Assessment on COVID-19
 - 3.4.2 Assessment of the Overall Impact of COVID-19 on the Industry
 - 3.4.3 Pre COVID-19 and Post COVID-19 Market Scenario
- 3.5 Industry Risk Assessment

4 CCAAS SOFTWARE MARKET - BY GEOGRAPHY

- 4.1 Global CCaaS Software Market Value and Market Share by Regions
 - 4.1.1 Global CCaaS Software Value (\$) by Region (2015-2020)

- 4.1.2 Global CCaaS Software Value Market Share by Regions (2015-2020)
- 4.2 Global CCaaS Software Market Production and Market Share by Major Countries
 - 4.2.1 Global CCaaS Software Production by Major Countries (2015-2020)
 - 4.2.2 Global CCaaS Software Production Market Share by Major Countries (2015-2020)
- 4.3 Global CCaaS Software Market Consumption and Market Share by Regions
 - 4.3.1 Global CCaaS Software Consumption by Regions (2015-2020)
 - 4.3.2 Global CCaaS Software Consumption Market Share by Regions (2015-2020)

5 CCAAS SOFTWARE MARKET - BY TRADE STATISTICS

- 5.1 Global CCaaS Software Export and Import
- 5.2 United States CCaaS Software Export and Import (2015-2020)
- 5.3 Europe CCaaS Software Export and Import (2015-2020)
- 5.4 China CCaaS Software Export and Import (2015-2020)
- 5.5 Japan CCaaS Software Export and Import (2015-2020)
- 5.6 India CCaaS Software Export and Import (2015-2020)
- 5.7 ...

6 CCAAS SOFTWARE MARKET - BY TYPE

- 6.1 Global CCaaS Software Production and Market Share by Types (2015-2020)
 - 6.1.1 Global CCaaS Software Production by Types (2015-2020)
 - 6.1.2 Global CCaaS Software Production Market Share by Types (2015-2020)
- 6.2 Global CCaaS Software Value and Market Share by Types (2015-2020)
 - 6.2.1 Global CCaaS Software Value by Types (2015-2020)
 - 6.2.2 Global CCaaS Software Value Market Share by Types (2015-2020)
- 6.3 Global CCaaS Software Production, Price and Growth Rate of Cloud Based (2015-2020)
- 6.4 Global CCaaS Software Production, Price and Growth Rate of Web Based (2015-2020)

7 CCAAS SOFTWARE MARKET - BY APPLICATION

- 7.1 Global CCaaS Software Consumption and Market Share by Applications (2015-2020)
 - 7.1.1 Global CCaaS Software Consumption by Applications (2015-2020)
 - 7.1.2 Global CCaaS Software Consumption Market Share by Applications (2015-2020)
- 7.2 Global CCaaS Software Consumption and Growth Rate of Large Enterprises

(2015-2020)

7.3 Global CCaaS Software Consumption and Growth Rate of SMEs (2015-2020)

8 NORTH AMERICA CCAAS SOFTWARE MARKET

8.1 North America CCaaS Software Market Size

8.2 United States CCaaS Software Market Size

8.3 Canada CCaaS Software Market Size

8.4 Mexico CCaaS Software Market Size

8.5 The Influence of COVID-19 on North America Market

9 EUROPE CCAAS SOFTWARE MARKET ANALYSIS

9.1 Europe CCaaS Software Market Size

9.2 Germany CCaaS Software Market Size

9.3 United Kingdom CCaaS Software Market Size

9.4 France CCaaS Software Market Size

9.5 Italy CCaaS Software Market Size

9.6 Spain CCaaS Software Market Size

9.7 The Influence of COVID-19 on Europe Market

10 ASIA-PACIFIC CCAAS SOFTWARE MARKET ANALYSIS

10.1 Asia-Pacific CCaaS Software Market Size

10.2 China CCaaS Software Market Size

10.3 Japan CCaaS Software Market Size

10.4 South Korea CCaaS Software Market Size

10.5 Southeast Asia CCaaS Software Market Size

10.6 India CCaaS Software Market Size

10.7 The Influence of COVID-19 on Asia Pacific Market

11 MIDDLE EAST AND AFRICA CCAAS SOFTWARE MARKET ANALYSIS

11.1 Middle East and Africa CCaaS Software Market Size

11.2 Saudi Arabia CCaaS Software Market Size

11.3 UAE CCaaS Software Market Size

11.4 South Africa CCaaS Software Market Size

11.5 The Influence of COVID-19 on Middle East and Africa Market

12 SOUTH AMERICA CCAAS SOFTWARE MARKET ANALYSIS

- 12.1 South America CCaaS Software Market Size
- 12.2 Brazil CCaaS Software Market Size
- 12.3 The Influence of COVID-19 on South America Market

13 COMPANY PROFILES

13.1 KOOKOO

- 13.1.1 KOOKOO Basic Information
- 13.1.2 KOOKOO Product Profiles, Application and Specification
- 13.1.3 KOOKOO CCaaS Software Market Performance (2015-2020)

13.2 Avaya

- 13.2.1 Avaya Basic Information
- 13.2.2 Avaya Product Profiles, Application and Specification
- 13.2.3 Avaya CCaaS Software Market Performance (2015-2020)

13.3 RingCentral

- 13.3.1 RingCentral Basic Information
- 13.3.2 RingCentral Product Profiles, Application and Specification
- 13.3.3 RingCentral CCaaS Software Market Performance (2015-2020)

13.4 IBM

- 13.4.1 IBM Basic Information
- 13.4.2 IBM Product Profiles, Application and Specification
- 13.4.3 IBM CCaaS Software Market Performance (2015-2020)

13.5 SAP

- 13.5.1 SAP Basic Information
- 13.5.2 SAP Product Profiles, Application and Specification
- 13.5.3 SAP CCaaS Software Market Performance (2015-2020)

13.6 Talkdesk

- 13.6.1 Talkdesk Basic Information
- 13.6.2 Talkdesk Product Profiles, Application and Specification
- 13.6.3 Talkdesk CCaaS Software Market Performance (2015-2020)

13.7 CallTrackingMetrics

- 13.7.1 CallTrackingMetrics Basic Information
- 13.7.2 CallTrackingMetrics Product Profiles, Application and Specification
- 13.7.3 CallTrackingMetrics CCaaS Software Market Performance (2015-2020)

13.8 Telax

- 13.8.1 Telax Basic Information
- 13.8.2 Telax Product Profiles, Application and Specification

- 13.8.3 Telax CCaaS Software Market Performance (2015-2020)
- 13.9 Bright Pattern
 - 13.9.1 Bright Pattern Basic Information
 - 13.9.2 Bright Pattern Product Profiles, Application and Specification
 - 13.9.3 Bright Pattern CCaaS Software Market Performance (2015-2020)
- 13.10 Connect First
 - 13.10.1 Connect First Basic Information
 - 13.10.2 Connect First Product Profiles, Application and Specification
 - 13.10.3 Connect First CCaaS Software Market Performance (2015-2020)
- 13.11 NICE Systems
 - 13.11.1 NICE Systems Basic Information
 - 13.11.2 NICE Systems Product Profiles, Application and Specification
 - 13.11.3 NICE Systems CCaaS Software Market Performance (2015-2020)
- 13.12 Contact Center
 - 13.12.1 Contact Center Basic Information
 - 13.12.2 Contact Center Product Profiles, Application and Specification
 - 13.12.3 Contact Center CCaaS Software Market Performance (2015-2020)
- 13.13 Genesys
 - 13.13.1 Genesys Basic Information
 - 13.13.2 Genesys Product Profiles, Application and Specification
 - 13.13.3 Genesys CCaaS Software Market Performance (2015-2020)
- 13.14 MiCloud
 - 13.14.1 MiCloud Basic Information
 - 13.14.2 MiCloud Product Profiles, Application and Specification
 - 13.14.3 MiCloud CCaaS Software Market Performance (2015-2020)

14 MARKET FORECAST - BY REGIONS

- 14.1 North America CCaaS Software Market Forecast (2020-2025)
- 14.2 Europe CCaaS Software Market Forecast (2020-2025)
- 14.3 Asia-Pacific CCaaS Software Market Forecast (2020-2025)
- 14.4 Middle East and Africa CCaaS Software Market Forecast (2020-2025)
- 14.5 South America CCaaS Software Market Forecast (2020-2025)

15 MARKET FORECAST - BY TYPE AND APPLICATIONS

- 15.1 Global CCaaS Software Market Forecast by Types (2020-2025)
 - 15.1.1 Global CCaaS Software Market Forecast Production and Market Share by Types (2020-2025)

15.1.2 Global CCaaS Software Market Forecast Value and Market Share by Types
(2020-2025)

15.2 Global CCaaS Software Market Forecast by Applications (2020-2025)

List Of Tables

LIST OF TABLES AND FIGURES

Figure CCaaS Software Picture
Table CCaaS Software Key Market Segments
Figure Study and Forecasting Years
Figure Global CCaaS Software Market Size and Growth Rate 2015-2025
Figure Industry PESTEL Analysis
Figure Global COVID-19 Status
Figure Market Size Forecast Comparison of Pre COVID-19 and Post COVID-19
Figure Global CCaaS Software Value (\$) and Growth Rate (2015-2020)
Table Global CCaaS Software Value (\$) by Countries (2015-2020)
Table Global CCaaS Software Value Market Share by Regions (2015-2020)
Figure Global CCaaS Software Value Market Share by Regions in 2019
Figure Global CCaaS Software Production and Growth Rate (2015-2020)
Table Global CCaaS Software Production by Major Countries (2015-2020)
Table Global CCaaS Software Production Market Share by Major Countries (2015-2020)
Figure Global CCaaS Software Production Market Share by Regions in 2019
Figure Global CCaaS Software Consumption and Growth Rate (2015-2020)
Table Global CCaaS Software Consumption by Regions (2015-2020)
Table Global CCaaS Software Consumption Market Share by Regions (2015-2020)
Figure Global CCaaS Software Consumption Market Share by Regions in 2019
Table Global CCaaS Software Export Top 3 Country 2019
Table Global CCaaS Software Import Top 3 Country 2019
Table United States CCaaS Software Export and Import (2015-2020)
Table Europe CCaaS Software Export and Import (2015-2020)
Table China CCaaS Software Export and Import (2015-2020)
Table Japan CCaaS Software Export and Import (2015-2020)
Table India CCaaS Software Export and Import (2015-2020)
Table Global CCaaS Software Production by Types (2015-2020)
Table Global CCaaS Software Production Market Share by Types (2015-2020)
Figure Global CCaaS Software Production Share by Type (2015-2020)
Table Global CCaaS Software Value by Types (2015-2020)
Table Global CCaaS Software Value Market Share by Types (2015-2020)
Figure Global CCaaS Software Value Share by Type (2015-2020)
Figure Global Cloud Based Production and Growth Rate (2015-2020)
Figure Global Cloud Based Price (2015-2020)

Figure Global Web Based Production and Growth Rate (2015-2020)

Figure Global Web Based Price (2015-2020)

Table Global CCaaS Software Consumption by Applications (2015-2020)

Table Global CCaaS Software Consumption Market Share by Applications (2015-2020)

Figure Global CCaaS Software Consumption Share by Application (2015-2020)

Figure Global Large Enterprises Consumption and Growth Rate (2015-2020)

Figure Global SMEs Consumption and Growth Rate (2015-2020)

Figure North America CCaaS Software Market Consumption and Growth Rate (2015-2020)

Table North America CCaaS Software Consumption by Countries (2015-2020)

Table North America CCaaS Software Consumption Market Share by Countries (2015-2020)

Figure North America CCaaS Software Consumption Market Share by Countries (2015-2020)

Figure United States CCaaS Software Market Consumption and Growth Rate (2015-2020)

Figure Canada CCaaS Software Market Consumption and Growth Rate (2015-2020)

Figure Mexico CCaaS Software Market Consumption and Growth Rate (2015-2020)

Figure North America COVID-19 Status

Figure Europe CCaaS Software Market Consumption and Growth Rate (2015-2020)

Table Europe CCaaS Software Consumption by Countries (2015-2020)

Table Europe CCaaS Software Consumption Market Share by Countries (2015-2020)

Figure Europe CCaaS Software Consumption Market Share by Countries (2015-2020)

Figure Germany CCaaS Software Market Consumption and Growth Rate (2015-2020)

Figure United Kingdom CCaaS Software Market Consumption and Growth Rate (2015-2020)

Figure France CCaaS Software Market Consumption and Growth Rate (2015-2020)

Figure Italy CCaaS Software Market Consumption and Growth Rate (2015-2020)

Figure Spain CCaaS Software Market Consumption and Growth Rate (2015-2020)

Figure Europe COVID-19 Status

Figure Asia-Pacific CCaaS Software Market Consumption and Growth Rate (2015-2020)

Table Asia-Pacific CCaaS Software Consumption by Countries (2015-2020)

Table Asia-Pacific CCaaS Software Consumption Market Share by Countries (2015-2020)

Figure Asia-Pacific CCaaS Software Consumption Market Share by Countries (2015-2020)

Figure China CCaaS Software Market Consumption and Growth Rate (2015-2020)

Figure Japan CCaaS Software Market Consumption and Growth Rate (2015-2020)

Figure South Korea CCaaS Software Market Consumption and Growth Rate (2015-2020)

Figure Southeast Asia CCaaS Software Market Consumption and Growth Rate (2015-2020)

Figure India CCaaS Software Market Consumption and Growth Rate (2015-2020)

Figure Asia Pacific COVID-19 Status

Figure Middle East and Africa CCaaS Software Market Consumption and Growth Rate (2015-2020)

Table Middle East and Africa CCaaS Software Consumption by Countries (2015-2020)

Table Middle East and Africa CCaaS Software Consumption Market Share by Countries (2015-2020)

Figure Middle East and Africa CCaaS Software Consumption Market Share by Countries (2015-2020)

Figure Saudi Arabia CCaaS Software Market Consumption and Growth Rate (2015-2020)

Figure UAE CCaaS Software Market Consumption and Growth Rate (2015-2020)

Figure South Africa CCaaS Software Market Consumption and Growth Rate (2015-2020)

Figure South America CCaaS Software Market Consumption and Growth Rate (2015-2020)

Table South America CCaaS Software Consumption by Countries (2015-2020)

Table South America CCaaS Software Consumption Market Share by Countries (2015-2020)

Figure South America CCaaS Software Consumption Market Share by Countries (2015-2020)

Figure Brazil CCaaS Software Market Consumption and Growth Rate (2015-2020)

Table KOOKOO Company Profile

Table KOOKOO Production, Value, Price, Gross Margin 2015-2020

Figure KOOKOO Production and Growth Rate

Figure KOOKOO Value (\$) Market Share 2015-2020

Table Avaya Company Profile

Table Avaya Production, Value, Price, Gross Margin 2015-2020

Figure Avaya Production and Growth Rate

Figure Avaya Value (\$) Market Share 2015-2020

Table RingCentral Company Profile

Table RingCentral Production, Value, Price, Gross Margin 2015-2020

Figure RingCentral Production and Growth Rate

Figure RingCentral Value (\$) Market Share 2015-2020

Table IBM Company Profile

Table IBM Production, Value, Price, Gross Margin 2015-2020

Figure IBM Production and Growth Rate

Figure IBM Value (\$) Market Share 2015-2020

Table SAP Company Profile

Table SAP Production, Value, Price, Gross Margin 2015-2020

Figure SAP Production and Growth Rate

Figure SAP Value (\$) Market Share 2015-2020

Table Talkdesk Company Profile

Table Talkdesk Production, Value, Price, Gross Margin 2015-2020

Figure Talkdesk Production and Growth Rate

Figure Talkdesk Value (\$) Market Share 2015-2020

Table CallTrackingMetrics Company Profile

Table CallTrackingMetrics Production, Value, Price, Gross Margin 2015-2020

Figure CallTrackingMetrics Production and Growth Rate

Figure CallTrackingMetrics Value (\$) Market Share 2015-2020

Table Telax Company Profile

Table Telax Production, Value, Price, Gross Margin 2015-2020

Figure Telax Production and Growth Rate

Figure Telax Value (\$) Market Share 2015-2020

Table Bright Pattern Company Profile

Table Bright Pattern Production, Value, Price, Gross Margin 2015-2020

Figure Bright Pattern Production and Growth Rate

Figure Bright Pattern Value (\$) Market Share 2015-2020

Table Connect First Company Profile

Table Connect First Production, Value, Price, Gross Margin 2015-2020

Figure Connect First Production and Growth Rate

Figure Connect First Value (\$) Market Share 2015-2020

Table NICE Systems Company Profile

Table NICE Systems Production, Value, Price, Gross Margin 2015-2020

Figure NICE Systems Production and Growth Rate

Figure NICE Systems Value (\$) Market Share 2015-2020

Table Contact Center Company Profile

Table Contact Center Production, Value, Price, Gross Margin 2015-2020

Figure Contact Center Production and Growth Rate

Figure Contact Center Value (\$) Market Share 2015-2020

Table Genesys Company Profile

Table Genesys Production, Value, Price, Gross Margin 2015-2020

Figure Genesys Production and Growth Rate

Figure Genesys Value (\$) Market Share 2015-2020

Table MiCloud Company Profile

Table MiCloud Production, Value, Price, Gross Margin 2015-2020

Figure MiCloud Production and Growth Rate

Figure MiCloud Value (\$) Market Share 2015-2020

Figure North America Market Consumption and Growth Rate Forecast (2020-2025)

Figure Europe Market Consumption and Growth Rate Forecast (2020-2025)

Figure Asia-Pacific Market Consumption and Growth Rate Forecast (2020-2025)

Figure Middle East and Africa Market Consumption and Growth Rate Forecast (2020-2025)

Figure South America Market Consumption and Growth Rate Forecast (2020-2025)

Table Global CCaaS Software Market Forecast Production by Types (2020-2025)

Table Global CCaaS Software Market Forecast Production Share by Types (2020-2025)

Table Global CCaaS Software Market Forecast Value (\$) by Types (2020-2025)

Table Global CCaaS Software Market Forecast Value Share by Types (2020-2025)

Table Global CCaaS Software Market Forecast Consumption by Applications (2020-2025)

Table Global CCaaS Software Market Forecast Consumption Share by Applications (2020-2025)

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