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

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Abstracts

The contact center is an integrated, automated communication system that coordinates all telephone and electronic contacts between the organization and the public.
This report elaborates the market size, market characteristics, and market growth of the Contact Centre industry, and breaks down according to the type, application, and consumption area of Contact Centre. 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 Contact Centre 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 Contact Centre market covered in Chapter 13:
Artsoft
Altigen
Alcatel-Lucent
Grandsys
Infobird
Bridgetec
Todentsu
Convergys
Spectra
Cisco Systems
Voiceware

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Avaya
Talisma
Infotalk
Genesys
eGain
West Interactive
P&W Solutions
Altitude
SinoVoice
Enghouse Interactive
Oki Electric
Interact
Zinglabs
ZTE
Interactive Intelligence
Verint Systems
Ericsson
Syswill
Fujitsu
Samsung (Seoul Commtech)Unify
Synway
Callray
Hanmec
Huawei
Parsec
Aspect Software

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

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In Chapter 7, on the basis of applications, the Contact Centre market from 2015 to 2025 covers:
Banking, Financial Services, and Insurance (BFSI)
Consumer Goods & Retail
Government
Healthcare
IT & Telecom
Traveling & Hospitality
Others

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

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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

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