

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

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Abstracts

Customer relationship management (CRM) outsourcing is a type of professional service provided by outsourcing vendors in the form of third-party services. The services include communications management, multi-channel customer engagement, and analytic solutions.

This report elaborates the market size, market characteristics, and market growth of the CRM Outsourcing industry, and breaks down according to the type, application, and consumption area of CRM Outsourcing. 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 CRM Outsourcing 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 CRM Outsourcing market covered in Chapter 13:

Capgemini

Wipro

IBM

Aditya Birla Minacs

Convergys

Aegis

Tata Consultancy Services

Infosys

Accenture

HCL

Teleperformance

Xerox

Hinduja Global Solutions

Intelenet

WNS

3i infotech

Firstsource

Genpact

EXL

Sitel

HP

Teletech

NCO Financial

Cognizant

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

Communications Management

Multi-Channel Customer Engagement

Analytic Solutions

Others

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

Retail

BFSI

Telecom & IT

Healthcare

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

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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