

# 2020-2025 Global Customer Experience Monitoring Market Report - Production and Consumption Professional Analysis (Impact of COVID-19)

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## Abstracts

Customer experience software (also known as CXM or CEM) helps collect, organize, and track customer feedback, both positive and negative.

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

IBM (US)

RADCOM Ltd. (Israel)

Compuware Corporation (US)

BMC Software, Inc. (US)

Comarch SA (Poland)

RadioOpt GmbH (Germany)

Nokia Siemens Networks Oy (Finland)

CorrelSense, Inc. (US)

CA Technologies, Inc. (US)

Riverbed Technology, Inc. (US)  
Aternity, Inc. (US)  
Inforonics Global Services, LLC (US)  
Huawei Technologies Co., Ltd. (China)  
Oracle Corporation (US)  
Knoa Software, Inc. (US)  
KoHorts IT Services, LLC (US)  
Dominion Digital, Inc. (US)

In Chapter 6, on the basis of types, the Customer Experience Monitoring market from 2015 to 2025 is primarily split into:

Monitoring Platform  
Web Performance Management Solution  
Customer Analytics solution  
Maturity Assessment Tool  
Others

In Chapter 7, on the basis of applications, the Customer Experience Monitoring market from 2015 to 2025 covers:

Retail  
Bank & Finance Institution  
Hospital  
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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