

# 2020-2025 Global Outsourced Call Centers Market Report - Production and Consumption Professional Analysis (Impact of COVID-19)

<https://marketpublishers.com/r/28B5E3A49803EN.html>

Date: August 2021

Pages: 129

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

ID: 28B5E3A49803EN

## Abstracts

Call center outsourcing is the business practice of contracting out call center services.

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

HKT Teleservices

Concentrix (Convergys)

Atento

Acticall (Sitel)

Transcom

Alorica

Sykes Enterprises

Serco

## Teleperformance

Comdata

Arvato

TeleTech Holdings

In Chapter 6, on the basis of types, the Outsourced Call Centers market from 2015 to 2025 is primarily split into:

Mass Market Center

B2B Center

Universal Center

In Chapter 7, on the basis of applications, the Outsourced Call Centers market from 2015 to 2025 covers:

BFSI

Retail

Government

IT & Telecommunication

Defense Aerospace & Intelligence

Telecommunications & IT

Manufacturing

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 OUTSOURCED CALL CENTERS 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 OUTSOURCED CALL CENTERS 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 OUTSOURCED CALL CENTERS MARKET FORCES**

- 3.1 Global Outsourced Call Centers 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 OUTSOURCED CALL CENTERS MARKET - BY GEOGRAPHY**

- 4.1 Global Outsourced Call Centers Market Value and Market Share by Regions
  - 4.1.1 Global Outsourced Call Centers Value (\$) by Region (2015-2020)

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

## **5 OUTSOURCED CALL CENTERS MARKET - BY TRADE STATISTICS**

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

## **6 OUTSOURCED CALL CENTERS MARKET - BY TYPE**

- 6.1 Global Outsourced Call Centers Production and Market Share by Types (2015-2020)
  - 6.1.1 Global Outsourced Call Centers Production by Types (2015-2020)
  - 6.1.2 Global Outsourced Call Centers Production Market Share by Types (2015-2020)
- 6.2 Global Outsourced Call Centers Value and Market Share by Types (2015-2020)
  - 6.2.1 Global Outsourced Call Centers Value by Types (2015-2020)
  - 6.2.2 Global Outsourced Call Centers Value Market Share by Types (2015-2020)
- 6.3 Global Outsourced Call Centers Production, Price and Growth Rate of Mass Market Center (2015-2020)
- 6.4 Global Outsourced Call Centers Production, Price and Growth Rate of B2B Center (2015-2020)
- 6.5 Global Outsourced Call Centers Production, Price and Growth Rate of Universal Center (2015-2020)

## **7 OUTSOURCED CALL CENTERS MARKET - BY APPLICATION**

7.1 Global Outsourced Call Centers Consumption and Market Share by Applications (2015-2020)

7.1.1 Global Outsourced Call Centers Consumption by Applications (2015-2020)

7.1.2 Global Outsourced Call Centers Consumption Market Share by Applications (2015-2020)

7.2 Global Outsourced Call Centers Consumption and Growth Rate of BFSI (2015-2020)

7.3 Global Outsourced Call Centers Consumption and Growth Rate of Retail (2015-2020)

7.4 Global Outsourced Call Centers Consumption and Growth Rate of Government (2015-2020)

7.5 Global Outsourced Call Centers Consumption and Growth Rate of IT & Telecommunication (2015-2020)

7.6 Global Outsourced Call Centers Consumption and Growth Rate of Defense Aerospace & Intelligence (2015-2020)

7.7 Global Outsourced Call Centers Consumption and Growth Rate of Telecommunications & IT (2015-2020)

7.8 Global Outsourced Call Centers Consumption and Growth Rate of Manufacturing (2015-2020)

## **8 NORTH AMERICA OUTSOURCED CALL CENTERS MARKET**

8.1 North America Outsourced Call Centers Market Size

8.2 United States Outsourced Call Centers Market Size

8.3 Canada Outsourced Call Centers Market Size

8.4 Mexico Outsourced Call Centers Market Size

8.5 The Influence of COVID-19 on North America Market

## **9 EUROPE OUTSOURCED CALL CENTERS MARKET ANALYSIS**

9.1 Europe Outsourced Call Centers Market Size

9.2 Germany Outsourced Call Centers Market Size

9.3 United Kingdom Outsourced Call Centers Market Size

9.4 France Outsourced Call Centers Market Size

9.5 Italy Outsourced Call Centers Market Size

9.6 Spain Outsourced Call Centers Market Size

9.7 The Influence of COVID-19 on Europe Market

## **10 ASIA-PACIFIC OUTSOURCED CALL CENTERS MARKET ANALYSIS**

- 10.1 Asia-Pacific Outsourced Call Centers Market Size
- 10.2 China Outsourced Call Centers Market Size
- 10.3 Japan Outsourced Call Centers Market Size
- 10.4 South Korea Outsourced Call Centers Market Size
- 10.5 Southeast Asia Outsourced Call Centers Market Size
- 10.6 India Outsourced Call Centers Market Size
- 10.7 The Influence of COVID-19 on Asia Pacific Market

## **11 MIDDLE EAST AND AFRICA OUTSOURCED CALL CENTERS MARKET ANALYSIS**

- 11.1 Middle East and Africa Outsourced Call Centers Market Size
- 11.2 Saudi Arabia Outsourced Call Centers Market Size
- 11.3 UAE Outsourced Call Centers Market Size
- 11.4 South Africa Outsourced Call Centers Market Size
- 11.5 The Influence of COVID-19 on Middle East and Africa Market

## **12 SOUTH AMERICA OUTSOURCED CALL CENTERS MARKET ANALYSIS**

- 12.1 South America Outsourced Call Centers Market Size
- 12.2 Brazil Outsourced Call Centers Market Size
- 12.3 The Influence of COVID-19 on South America Market

## **13 COMPANY PROFILES**

- 13.1 HKT Teleservices
  - 13.1.1 HKT Teleservices Basic Information
  - 13.1.2 HKT Teleservices Product Profiles, Application and Specification
  - 13.1.3 HKT Teleservices Outsourced Call Centers Market Performance (2015-2020)
- 13.2 Concentrix (Convergys)
  - 13.2.1 Concentrix (Convergys) Basic Information
  - 13.2.2 Concentrix (Convergys) Product Profiles, Application and Specification
  - 13.2.3 Concentrix (Convergys) Outsourced Call Centers Market Performance (2015-2020)
- 13.3 Atento
  - 13.3.1 Atento Basic Information
  - 13.3.2 Atento Product Profiles, Application and Specification
  - 13.3.3 Atento Outsourced Call Centers Market Performance (2015-2020)

#### 13.4 Acticall (Sitel)

13.4.1 Acticall (Sitel) Basic Information

13.4.2 Acticall (Sitel) Product Profiles, Application and Specification

13.4.3 Acticall (Sitel) Outsourced Call Centers Market Performance (2015-2020)

#### 13.5 Transcom

13.5.1 Transcom Basic Information

13.5.2 Transcom Product Profiles, Application and Specification

13.5.3 Transcom Outsourced Call Centers Market Performance (2015-2020)

#### 13.6 Alorica

13.6.1 Alorica Basic Information

13.6.2 Alorica Product Profiles, Application and Specification

13.6.3 Alorica Outsourced Call Centers Market Performance (2015-2020)

#### 13.7 Sykes Enterprises

13.7.1 Sykes Enterprises Basic Information

13.7.2 Sykes Enterprises Product Profiles, Application and Specification

13.7.3 Sykes Enterprises Outsourced Call Centers Market Performance (2015-2020)

#### 13.8 Serco

13.8.1 Serco Basic Information

13.8.2 Serco Product Profiles, Application and Specification

13.8.3 Serco Outsourced Call Centers Market Performance (2015-2020)

#### 13.9 Teleperformance

13.9.1 Teleperformance Basic Information

13.9.2 Teleperformance Product Profiles, Application and Specification

13.9.3 Teleperformance Outsourced Call Centers Market Performance (2015-2020)

#### 13.10 Comdata

13.10.1 Comdata Basic Information

13.10.2 Comdata Product Profiles, Application and Specification

13.10.3 Comdata Outsourced Call Centers Market Performance (2015-2020)

#### 13.11 Arvato

13.11.1 Arvato Basic Information

13.11.2 Arvato Product Profiles, Application and Specification

13.11.3 Arvato Outsourced Call Centers Market Performance (2015-2020)

#### 13.12 TeleTech Holdings

13.12.1 TeleTech Holdings Basic Information

13.12.2 TeleTech Holdings Product Profiles, Application and Specification

13.12.3 TeleTech Holdings Outsourced Call Centers Market Performance (2015-2020)

### **14 MARKET FORECAST - BY REGIONS**



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

## **15 MARKET FORECAST - BY TYPE AND APPLICATIONS**

- 15.1 Global Outsourced Call Centers Market Forecast by Types (2020-2025)
  - 15.1.1 Global Outsourced Call Centers Market Forecast Production and Market Share by Types (2020-2025)
  - 15.1.2 Global Outsourced Call Centers Market Forecast Value and Market Share by Types (2020-2025)
- 15.2 Global Outsourced Call Centers Market Forecast by Applications (2020-2025)

## List Of Tables

### LIST OF TABLES AND FIGURES

Figure Outsourced Call Centers Picture

Table Outsourced Call Centers Key Market Segments

Figure Study and Forecasting Years

Figure Global Outsourced Call Centers 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 Outsourced Call Centers Value (\$) and Growth Rate (2015-2020)

Table Global Outsourced Call Centers Value (\$) by Countries (2015-2020)

Table Global Outsourced Call Centers Value Market Share by Regions (2015-2020)

Figure Global Outsourced Call Centers Value Market Share by Regions in 2019

Figure Global Outsourced Call Centers Production and Growth Rate (2015-2020)

Table Global Outsourced Call Centers Production by Major Countries (2015-2020)

Table Global Outsourced Call Centers Production Market Share by Major Countries (2015-2020)

Figure Global Outsourced Call Centers Production Market Share by Regions in 2019

Figure Global Outsourced Call Centers Consumption and Growth Rate (2015-2020)

Table Global Outsourced Call Centers Consumption by Regions (2015-2020)

Table Global Outsourced Call Centers Consumption Market Share by Regions (2015-2020)

Figure Global Outsourced Call Centers Consumption Market Share by Regions in 2019

Table Global Outsourced Call Centers Export Top 3 Country 2019

Table Global Outsourced Call Centers Import Top 3 Country 2019

Table United States Outsourced Call Centers Export and Import (2015-2020)

Table Europe Outsourced Call Centers Export and Import (2015-2020)

Table China Outsourced Call Centers Export and Import (2015-2020)

Table Japan Outsourced Call Centers Export and Import (2015-2020)

Table India Outsourced Call Centers Export and Import (2015-2020)

Table Global Outsourced Call Centers Production by Types (2015-2020)

Table Global Outsourced Call Centers Production Market Share by Types (2015-2020)

Figure Global Outsourced Call Centers Production Share by Type (2015-2020)

Table Global Outsourced Call Centers Value by Types (2015-2020)

Table Global Outsourced Call Centers Value Market Share by Types (2015-2020)

Figure Global Outsourced Call Centers Value Share by Type (2015-2020)

Figure Global Mass Market Center Production and Growth Rate (2015-2020)

Figure Global Mass Market Center Price (2015-2020)  
Figure Global B2B Center Production and Growth Rate (2015-2020)  
Figure Global B2B Center Price (2015-2020)  
Figure Global Universal Center Production and Growth Rate (2015-2020)  
Figure Global Universal Center Price (2015-2020)  
Table Global Outsourced Call Centers Consumption by Applications (2015-2020)  
Table Global Outsourced Call Centers Consumption Market Share by Applications (2015-2020)  
Figure Global Outsourced Call Centers Consumption Share by Application (2015-2020)  
Figure Global BFSI Consumption and Growth Rate (2015-2020)  
Figure Global Retail Consumption and Growth Rate (2015-2020)  
Figure Global Government Consumption and Growth Rate (2015-2020)  
Figure Global IT & Telecommunication Consumption and Growth Rate (2015-2020)  
Figure Global Defense Aerospace & Intelligence Consumption and Growth Rate (2015-2020)  
Figure Global Telecommunications & IT Consumption and Growth Rate (2015-2020)  
Figure Global Manufacturing Consumption and Growth Rate (2015-2020)  
Figure North America Outsourced Call Centers Market Consumption and Growth Rate (2015-2020)  
Table North America Outsourced Call Centers Consumption by Countries (2015-2020)  
Table North America Outsourced Call Centers Consumption Market Share by Countries (2015-2020)  
Figure North America Outsourced Call Centers Consumption Market Share by Countries (2015-2020)  
Figure United States Outsourced Call Centers Market Consumption and Growth Rate (2015-2020)  
Figure Canada Outsourced Call Centers Market Consumption and Growth Rate (2015-2020)  
Figure Mexico Outsourced Call Centers Market Consumption and Growth Rate (2015-2020)  
Figure North America COVID-19 Status  
Figure Europe Outsourced Call Centers Market Consumption and Growth Rate (2015-2020)  
Table Europe Outsourced Call Centers Consumption by Countries (2015-2020)  
Table Europe Outsourced Call Centers Consumption Market Share by Countries (2015-2020)  
Figure Europe Outsourced Call Centers Consumption Market Share by Countries (2015-2020)  
Figure Germany Outsourced Call Centers Market Consumption and Growth Rate

(2015-2020)

Figure United Kingdom Outsourced Call Centers Market Consumption and Growth Rate

(2015-2020)

Figure France Outsourced Call Centers Market Consumption and Growth Rate

(2015-2020)

Figure Italy Outsourced Call Centers Market Consumption and Growth Rate

(2015-2020)

Figure Spain Outsourced Call Centers Market Consumption and Growth Rate

(2015-2020)

Figure Europe COVID-19 Status

Figure Asia-Pacific Outsourced Call Centers Market Consumption and Growth Rate

(2015-2020)

Table Asia-Pacific Outsourced Call Centers Consumption by Countries (2015-2020)

Table Asia-Pacific Outsourced Call Centers Consumption Market Share by Countries

(2015-2020)

Figure Asia-Pacific Outsourced Call Centers Consumption Market Share by Countries

(2015-2020)

Figure China Outsourced Call Centers Market Consumption and Growth Rate

(2015-2020)

Figure Japan Outsourced Call Centers Market Consumption and Growth Rate

(2015-2020)

Figure South Korea Outsourced Call Centers Market Consumption and Growth Rate

(2015-2020)

Figure Southeast Asia Outsourced Call Centers Market Consumption and Growth Rate

(2015-2020)

Figure India Outsourced Call Centers Market Consumption and Growth Rate

(2015-2020)

Figure Asia Pacific COVID-19 Status

Figure Middle East and Africa Outsourced Call Centers Market Consumption and

Growth Rate (2015-2020)

Table Middle East and Africa Outsourced Call Centers Consumption by Countries

(2015-2020)

Table Middle East and Africa Outsourced Call Centers Consumption Market Share by Countries (2015-2020)

Figure Middle East and Africa Outsourced Call Centers Consumption Market Share by

Countries (2015-2020)

Figure Saudi Arabia Outsourced Call Centers Market Consumption and Growth Rate

(2015-2020)

Figure UAE Outsourced Call Centers Market Consumption and Growth Rate

(2015-2020)

Figure South Africa Outsourced Call Centers Market Consumption and Growth Rate

(2015-2020)

Figure South America Outsourced Call Centers Market Consumption and Growth Rate

(2015-2020)

Table South America Outsourced Call Centers Consumption by Countries (2015-2020)

Table South America Outsourced Call Centers Consumption Market Share by Countries

(2015-2020)

Figure South America Outsourced Call Centers Consumption Market Share by

Countries (2015-2020)

Figure Brazil Outsourced Call Centers Market Consumption and Growth Rate

(2015-2020)

Table HKT Teleservices Company Profile

Table HKT Teleservices Production, Value, Price, Gross Margin 2015-2020

Figure HKT Teleservices Production and Growth Rate

Figure HKT Teleservices Value (\$) Market Share 2015-2020

Table Concentrix (Convergys) Company Profile

Table Concentrix (Convergys) Production, Value, Price, Gross Margin 2015-2020

Figure Concentrix (Convergys) Production and Growth Rate

Figure Concentrix (Convergys) Value (\$) Market Share 2015-2020

Table Atento Company Profile

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

Figure Atento Production and Growth Rate

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

Table Acticall (Sitel) Company Profile

Table Acticall (Sitel) Production, Value, Price, Gross Margin 2015-2020

Figure Acticall (Sitel) Production and Growth Rate

Figure Acticall (Sitel) Value (\$) Market Share 2015-2020

Table Transcom Company Profile

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

Figure Transcom Production and Growth Rate

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

Table Alorica Company Profile

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

Figure Alorica Production and Growth Rate

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

Table Sykes Enterprises Company Profile

Table Sykes Enterprises Production, Value, Price, Gross Margin 2015-2020

Figure Sykes Enterprises Production and Growth Rate

Figure Sykes Enterprises Value (\$) Market Share 2015-2020

Table Serco Company Profile

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

Figure Serco Production and Growth Rate

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

Table Teleperformance Company Profile

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

Figure Teleperformance Production and Growth Rate

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

Table Comdata Company Profile

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

Figure Comdata Production and Growth Rate

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

Table Arvato Company Profile

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

Figure Arvato Production and Growth Rate

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

Table TeleTech Holdings Company Profile

Table TeleTech Holdings Production, Value, Price, Gross Margin 2015-2020

Figure TeleTech Holdings Production and Growth Rate

Figure TeleTech Holdings 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 Outsourced Call Centers Market Forecast Production by Types (2020-2025)

Table Global Outsourced Call Centers Market Forecast Production Share by Types (2020-2025)

Table Global Outsourced Call Centers Market Forecast Value (\$) by Types (2020-2025)

Table Global Outsourced Call Centers Market Forecast Value Share by Types (2020-2025)

Table Global Outsourced Call Centers Market Forecast Consumption by Applications (2020-2025)

Table Global Outsourced Call Centers Market Forecast Consumption Share by Applications (2020-2025)



## I would like to order

Product name: 2020-2025 Global Outsourced Call Centers Market Report - Production and Consumption Professional Analysis (Impact of COVID-19)

Product link: <https://marketpublishers.com/r/28B5E3A49803EN.html>

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

If you want to order Corporate License or Hard Copy, please, contact our Customer Service:

[info@marketpublishers.com](mailto:info@marketpublishers.com)

## Payment

To pay by Credit Card (Visa, MasterCard, American Express, PayPal), please, click button on product page <https://marketpublishers.com/r/28B5E3A49803EN.html>

To pay by Wire Transfer, please, fill in your contact details in the form below:

First name:  
Last name:  
Email:  
Company:  
Address:  
City:  
Zip code:  
Country:  
Tel:  
Fax:  
Your message:

**\*\*All fields are required**

Customer signature \_\_\_\_\_

Please, note that by ordering from marketpublishers.com you are agreeing to our Terms & Conditions at <https://marketpublishers.com/docs/terms.html>

To place an order via fax simply print this form, fill in the information below and fax the completed form to +44 20 7900 3970

