

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

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Abstracts

Speech analytics is the process of analyzing recorded calls to gather customer information to improve communication and future interaction. The process is primarily used by customer contact centers to extract information buried in client interactions with an enterprise.

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

Verint Systems

Calabrio

CallMiner

NICE Systems

Hewlett-Packard Enterprise

InContact

Avaya

Genesys

Interactive Intelligence Group

ClaraBridge

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

- On- Remise
- Cloud

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

- Telecom
- IT
- Outsourcing
- 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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