

COVID-19 Outbreak-Global Call Centre Industry Market Report-Development Trends, Threats, Opportunities and Competitive Landscape in 2020

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Abstracts

A call centre or call center is a centralised office used for receiving or transmitting a large volume of requests by telephone. An inbound call centre is operated by a company to administer incoming product support or information enquiries from consumers. Outbound call centres are operated for telemarketing, solicitation of charitable or political donations, debt collection and market research. A contact centre is a location for centralised handling of individual communications, including letters, faxes, live support software, social media, instant message, and e-mail.

The Call Centre market revenue was xx.xx Million USD in 2019, and will reach xx.xx Million USD in 2025, with a CAGR of x.x% during 2020-2025.

Under COVID-19 outbreak globally, this report provides 360 degrees of analysis from supply chain, import and export control to regional government policy and future influence on the industry. Detailed analysis about market status (2015-2020), enterprise competition pattern, advantages and disadvantages of enterprise products, industry development trends (2020-2025), regional industrial layout characteristics and macroeconomic policies, industrial policy has also been included. From raw materials to end users of this industry are analyzed scientifically, the trends of product circulation and sales channel will be presented as well. Considering COVID-19, this report provides comprehensive and in-depth analysis on how the epidemic push this industry transformation and reform.

In COVID-19 outbreak, Chapter 2.2 of this report provides an analysis of the impact of COVID-19 on the global economy and the Call Centre industry.

Chapter 3.7 covers the analysis of the impact of COVID-19 from the perspective of the industry chain.

In addition, chapters 7-11 consider the impact of COVID-19 on the regional economy.

The Call Centre market can be split based on product types, major applications, and important countries as follows:

Key players in the global Call Centre market covered in Chapter 12:

EXL Service Holdings
BT Communications (Ireland)
Genpact
Plussoft Informatica
IBEX Global
West Corporation
Convergys Corp
Tata Consultancy Services
ATOS
IBM Global Process Services
Teleperformance
Sykes Enterprises
Capita Customer Management
HCL BPO Services NI
Enter Call Center
Sitel

In Chapter 4 and 14.1, on the basis of types, the Call Centre market from 2015 to 2025 is primarily split into:

Out-sourced call Centres
In-house call centres

In Chapter 5 and 14.2, on the basis of applications, the Call Centre market from 2015 to 2025 covers:

Mass market centre
B2B centre
Universal centre

Geographically, the detailed analysis of consumption, revenue, market share and growth rate, historic and forecast (2015-2025) of the following regions are covered in Chapter 6, 7, 8, 9, 10, 11, 14:

North America (Covered in Chapter 7 and 14)

United States

Canada

Mexico

Europe (Covered in Chapter 8 and 14)

Germany

UK

France

Italy

Spain

Russia

Others

Asia-Pacific (Covered in Chapter 9 and 14)

China

Japan

South Korea

Australia

India

Southeast Asia

Others

Middle East and Africa (Covered in Chapter 10 and 14)

Saudi Arabia

UAE

Egypt

Nigeria

South Africa

Others

South America (Covered in Chapter 11 and 14)

Brazil

Argentina

Columbia

Chile

Others

Years considered for this report:

Historical Years: 2015-2019

Base Year: 2019

Estimated Year: 2020

Forecast Period: 2020-2025

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