

COVID-19 Outbreak-Global Cloud-Based Contact Center Industry Market Report-Development Trends, Threats, Opportunities and Competitive Landscape in 2020

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Abstracts

A cloud contact center is central point in an enterprise, hosted on an Internet server, from which all inbound and outbound customer communications are handled. Cloud contact centers make interactions through voice, email, social media and the web accessible from virtually anywhere.

The Cloud-Based Contact Center 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 Cloud-Based Contact Center 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 Cloud-Based Contact Center market can be split based on product types, major applications, and important countries as follows:

Key players in the global Cloud-Based Contact Center market covered in Chapter 12:

Aspect Software Parent Inc.
NEWVOICEMEDIA
Cisco Systems, Inc.
Connect First Inc.
3CLogic
8X8, Inc.
FIVE9 Inc.
Genesys Telecommunications Laboratories, Inc.
NICE Systems Ltd.
Oracle Corporation

In Chapter 4 and 14.1, on the basis of types, the Cloud-Based Contact Center market from 2015 to 2025 is primarily split into:

Automatic Call Distribution (ACD)
Agent Performance Optimization (APO)
Dialers
Interactive Voice Response (IVR)
Others

In Chapter 5 and 14.2, on the basis of applications, the Cloud-Based Contact Center market from 2015 to 2025 covers:

BFSI
Consumer Goods and Retail
Government and Public Sector
Healthcare and Life Sciences
Others

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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