

# Global Call Center Outsourcings Market Research Report with Opportunities and Strategies to Boost Growth- COVID-19 Impact and Recovery

<https://marketpublishers.com/r/G883F928D947EN.html>

Date: March 2022

Pages: 127

Price: US\$ 3,500.00 (Single User License)

ID: G883F928D947EN

## Abstracts

Call center outsourcing is the business practice of contracting out call center services. Call centers handle all kinds of customer services problems, from your credit cards to appliance warranties. Companies outsource either in-house, through a separate division, or to an outside specialist.

Based on the Call Center Outsourcings market development status, competitive landscape and development model in different regions of the world, this report is dedicated to providing niche markets, potential risks and comprehensive competitive strategy analysis in different fields. From the competitive advantages of different types of products and services, the development opportunities and consumption characteristics and structure analysis of the downstream application fields are all analyzed in detail. To Boost Growth during the epidemic era, this report analyzes in detail for the potential risks and opportunities which can be focused on.

In Chapter 2.4 of the report, we share our perspectives for the impact of COVID-19 from the long and short term.

In chapter 3.4, we provide the influence of the crisis on the industry chain, especially for marketing channels.

In chapters 8-13, we update the timely industry economic revitalization plan of the country-wise government.

Key players in the global Call Center Outsourcings market covered in Chapter 5:

WNS Global Services

Qualfon

Sykes Enterprises

Concentrix

## United Nearshore Operations

TeleTech  
SupportSave  
Ubiquity Global Services  
Runway  
Genpact  
Five9  
Atento  
NCO Group  
One World Direct  
Conduent  
Convergys Corporation  
Televerde  
Datacom Group  
InfoCision Management Corporation  
Infinet Contact  
Webhelp  
DialAmerica  
Sitel Worldwide Corporation  
Firstsource  
Tech Mahindra  
PSI  
Invensis  
Xerox Corporation  
Focus Services  
Inktel Direct  
Transcom WorldWide  
CGS  
Sitel  
TELUS International  
IBM Global Services  
IQor

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

Inbound Call Services  
Outbound Call Services

In Chapter 7, on the basis of applications, the Call Center Outsourcings market from

2015 to 2025 covers:

BFSI

Retail

Government

IT & Telecommunication

Defense Aerospace & Intelligence

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 8-13:

North America (Covered in Chapter 9)

United States

Canada

Mexico

Europe (Covered in Chapter 10)

Germany

UK

France

Italy

Spain

Russia

Others

Asia-Pacific (Covered in Chapter 11)

China

Japan

South Korea

Australia

India

South America (Covered in Chapter 12)

Brazil

Argentina

Columbia

Middle East and Africa (Covered in Chapter 13)

UAE

Egypt

South Africa

Years considered for this report:

Historical Years: 2015-2019

Base Year: 2019

Estimated Year: 2020

Forecast Period: 2020-2025

## Contents

### **1 MARKET OVERVIEW**

- 1.1 Product Definition and Market Characteristics
- 1.2 Global Call Center Outsourcings Market Size
- 1.3 Market Segmentation
- 1.4 Global Macroeconomic Analysis
- 1.5 SWOT Analysis

### **2. MARKET DYNAMICS**

- 2.1 Market Drivers
- 2.2 Market Constraints and Challenges
- 2.3 Emerging Market Trends
- 2.4 Impact of COVID-19
  - 2.4.1 Short-term Impact
  - 2.4.2 Long-term Impact

### **3 ASSOCIATED INDUSTRY ASSESSMENT**

- 3.1 Supply Chain Analysis
- 3.2 Industry Active Participants
  - 3.2.1 Suppliers of Raw Materials
  - 3.2.2 Key Distributors/Retailers
- 3.3 Alternative Analysis
- 3.4 The Impact of Covid-19 From the Perspective of Industry Chain

### **4 MARKET COMPETITIVE LANDSCAPE**

- 4.1 Industry Leading Players
- 4.2 Industry News
  - 4.2.1 Key Product Launch News
  - 4.2.2 M&A and Expansion Plans

### **5 ANALYSIS OF LEADING COMPANIES**

- 5.1 WNS Global Services
  - 5.1.1 WNS Global Services Company Profile

- 5.1.2 WNS Global Services Business Overview
- 5.1.3 WNS Global Services Call Center Outsourcings Sales, Revenue, Average Selling Price and Gross Margin (2015-2020)
- 5.1.4 WNS Global Services Call Center Outsourcings Products Introduction
- 5.2 Qualfon
  - 5.2.1 Qualfon Company Profile
  - 5.2.2 Qualfon Business Overview
  - 5.2.3 Qualfon Call Center Outsourcings Sales, Revenue, Average Selling Price and Gross Margin (2015-2020)
  - 5.2.4 Qualfon Call Center Outsourcings Products Introduction
- 5.3 Sykes Enterprises
  - 5.3.1 Sykes Enterprises Company Profile
  - 5.3.2 Sykes Enterprises Business Overview
  - 5.3.3 Sykes Enterprises Call Center Outsourcings Sales, Revenue, Average Selling Price and Gross Margin (2015-2020)
  - 5.3.4 Sykes Enterprises Call Center Outsourcings Products Introduction
- 5.4 Concentrix
  - 5.4.1 Concentrix Company Profile
  - 5.4.2 Concentrix Business Overview
  - 5.4.3 Concentrix Call Center Outsourcings Sales, Revenue, Average Selling Price and Gross Margin (2015-2020)
  - 5.4.4 Concentrix Call Center Outsourcings Products Introduction
- 5.5 United Nearshore Operations
  - 5.5.1 United Nearshore Operations Company Profile
  - 5.5.2 United Nearshore Operations Business Overview
  - 5.5.3 United Nearshore Operations Call Center Outsourcings Sales, Revenue, Average Selling Price and Gross Margin (2015-2020)
  - 5.5.4 United Nearshore Operations Call Center Outsourcings Products Introduction
- 5.6 TeleTech
  - 5.6.1 TeleTech Company Profile
  - 5.6.2 TeleTech Business Overview
  - 5.6.3 TeleTech Call Center Outsourcings Sales, Revenue, Average Selling Price and Gross Margin (2015-2020)
  - 5.6.4 TeleTech Call Center Outsourcings Products Introduction
- 5.7 SupportSave
  - 5.7.1 SupportSave Company Profile
  - 5.7.2 SupportSave Business Overview
  - 5.7.3 SupportSave Call Center Outsourcings Sales, Revenue, Average Selling Price and Gross Margin (2015-2020)

- 5.7.4 SupportSave Call Center Outsourcings Products Introduction
- 5.8 Ubiquity Global Services
  - 5.8.1 Ubiquity Global Services Company Profile
  - 5.8.2 Ubiquity Global Services Business Overview
  - 5.8.3 Ubiquity Global Services Call Center Outsourcings Sales, Revenue, Average Selling Price and Gross Margin (2015-2020)
  - 5.8.4 Ubiquity Global Services Call Center Outsourcings Products Introduction
- 5.9 Runway
  - 5.9.1 Runway Company Profile
  - 5.9.2 Runway Business Overview
  - 5.9.3 Runway Call Center Outsourcings Sales, Revenue, Average Selling Price and Gross Margin (2015-2020)
  - 5.9.4 Runway Call Center Outsourcings Products Introduction
- 5.10 Genpact
  - 5.10.1 Genpact Company Profile
  - 5.10.2 Genpact Business Overview
  - 5.10.3 Genpact Call Center Outsourcings Sales, Revenue, Average Selling Price and Gross Margin (2015-2020)
  - 5.10.4 Genpact Call Center Outsourcings Products Introduction
- 5.11 Five9
  - 5.11.1 Five9 Company Profile
  - 5.11.2 Five9 Business Overview
  - 5.11.3 Five9 Call Center Outsourcings Sales, Revenue, Average Selling Price and Gross Margin (2015-2020)
  - 5.11.4 Five9 Call Center Outsourcings Products Introduction
- 5.12 Atento
  - 5.12.1 Atento Company Profile
  - 5.12.2 Atento Business Overview
  - 5.12.3 Atento Call Center Outsourcings Sales, Revenue, Average Selling Price and Gross Margin (2015-2020)
  - 5.12.4 Atento Call Center Outsourcings Products Introduction
- 5.13 NCO Group
  - 5.13.1 NCO Group Company Profile
  - 5.13.2 NCO Group Business Overview
  - 5.13.3 NCO Group Call Center Outsourcings Sales, Revenue, Average Selling Price and Gross Margin (2015-2020)
  - 5.13.4 NCO Group Call Center Outsourcings Products Introduction
- 5.14 One World Direct
  - 5.14.1 One World Direct Company Profile

- 5.14.2 One World Direct Business Overview
- 5.14.3 One World Direct Call Center Outsourcings Sales, Revenue, Average Selling Price and Gross Margin (2015-2020)
- 5.14.4 One World Direct Call Center Outsourcings Products Introduction
- 5.15 Conduent
  - 5.15.1 Conduent Company Profile
  - 5.15.2 Conduent Business Overview
  - 5.15.3 Conduent Call Center Outsourcings Sales, Revenue, Average Selling Price and Gross Margin (2015-2020)
  - 5.15.4 Conduent Call Center Outsourcings Products Introduction
- 5.16 Convergys Corporation
  - 5.16.1 Convergys Corporation Company Profile
  - 5.16.2 Convergys Corporation Business Overview
  - 5.16.3 Convergys Corporation Call Center Outsourcings Sales, Revenue, Average Selling Price and Gross Margin (2015-2020)
  - 5.16.4 Convergys Corporation Call Center Outsourcings Products Introduction
- 5.17 Televerde
  - 5.17.1 Televerde Company Profile
  - 5.17.2 Televerde Business Overview
  - 5.17.3 Televerde Call Center Outsourcings Sales, Revenue, Average Selling Price and Gross Margin (2015-2020)
  - 5.17.4 Televerde Call Center Outsourcings Products Introduction
- 5.18 Datacom Group
  - 5.18.1 Datacom Group Company Profile
  - 5.18.2 Datacom Group Business Overview
  - 5.18.3 Datacom Group Call Center Outsourcings Sales, Revenue, Average Selling Price and Gross Margin (2015-2020)
  - 5.18.4 Datacom Group Call Center Outsourcings Products Introduction
- 5.19 InfoCision Management Corporation
  - 5.19.1 InfoCision Management Corporation Company Profile
  - 5.19.2 InfoCision Management Corporation Business Overview
  - 5.19.3 InfoCision Management Corporation Call Center Outsourcings Sales, Revenue, Average Selling Price and Gross Margin (2015-2020)
  - 5.19.4 InfoCision Management Corporation Call Center Outsourcings Products Introduction
- 5.20 Infinit Contact
  - 5.20.1 Infinit Contact Company Profile
  - 5.20.2 Infinit Contact Business Overview
  - 5.20.3 Infinit Contact Call Center Outsourcings Sales, Revenue, Average Selling Price



and Gross Margin (2015-2020)

5.20.4 Infinit Contact Call Center Outsourcings Products Introduction

5.21 Webhelp

5.21.1 Webhelp Company Profile

5.21.2 Webhelp Business Overview

5.21.3 Webhelp Call Center Outsourcings Sales, Revenue, Average Selling Price and Gross Margin (2015-2020)

5.21.4 Webhelp Call Center Outsourcings Products Introduction

5.22 DialAmerica

5.22.1 DialAmerica Company Profile

5.22.2 DialAmerica Business Overview

5.22.3 DialAmerica Call Center Outsourcings Sales, Revenue, Average Selling Price and Gross Margin (2015-2020)

5.22.4 DialAmerica Call Center Outsourcings Products Introduction

5.23 Sitel Worldwide Corporation

5.23.1 Sitel Worldwide Corporation Company Profile

5.23.2 Sitel Worldwide Corporation Business Overview

5.23.3 Sitel Worldwide Corporation Call Center Outsourcings Sales, Revenue, Average Selling Price and Gross Margin (2015-2020)

5.23.4 Sitel Worldwide Corporation Call Center Outsourcings Products Introduction

5.24 Firstsource

5.24.1 Firstsource Company Profile

5.24.2 Firstsource Business Overview

5.24.3 Firstsource Call Center Outsourcings Sales, Revenue, Average Selling Price and Gross Margin (2015-2020)

5.24.4 Firstsource Call Center Outsourcings Products Introduction

5.25 Tech Mahindra

5.25.1 Tech Mahindra Company Profile

5.25.2 Tech Mahindra Business Overview

5.25.3 Tech Mahindra Call Center Outsourcings Sales, Revenue, Average Selling Price and Gross Margin (2015-2020)

5.25.4 Tech Mahindra Call Center Outsourcings Products Introduction

5.26 PSI

5.26.1 PSI Company Profile

5.26.2 PSI Business Overview

5.26.3 PSI Call Center Outsourcings Sales, Revenue, Average Selling Price and Gross Margin (2015-2020)

5.26.4 PSI Call Center Outsourcings Products Introduction

5.27 Invensis

- 5.27.1 Invensis Company Profile
- 5.27.2 Invensis Business Overview
- 5.27.3 Invensis Call Center Outsourcings Sales, Revenue, Average Selling Price and Gross Margin (2015-2020)
- 5.27.4 Invensis Call Center Outsourcings Products Introduction
- 5.28 Xerox Corporation
  - 5.28.1 Xerox Corporation Company Profile
  - 5.28.2 Xerox Corporation Business Overview
  - 5.28.3 Xerox Corporation Call Center Outsourcings Sales, Revenue, Average Selling Price and Gross Margin (2015-2020)
  - 5.28.4 Xerox Corporation Call Center Outsourcings Products Introduction
- 5.29 Focus Services
  - 5.29.1 Focus Services Company Profile
  - 5.29.2 Focus Services Business Overview
  - 5.29.3 Focus Services Call Center Outsourcings Sales, Revenue, Average Selling Price and Gross Margin (2015-2020)
  - 5.29.4 Focus Services Call Center Outsourcings Products Introduction
- 5.30 Inktel Direct
  - 5.30.1 Inktel Direct Company Profile
  - 5.30.2 Inktel Direct Business Overview
  - 5.30.3 Inktel Direct Call Center Outsourcings Sales, Revenue, Average Selling Price and Gross Margin (2015-2020)
  - 5.30.4 Inktel Direct Call Center Outsourcings Products Introduction
- 5.31 Transcom WorldWide
  - 5.31.1 Transcom WorldWide Company Profile
  - 5.31.2 Transcom WorldWide Business Overview
  - 5.31.3 Transcom WorldWide Call Center Outsourcings Sales, Revenue, Average Selling Price and Gross Margin (2015-2020)
  - 5.31.4 Transcom WorldWide Call Center Outsourcings Products Introduction
- 5.32 CGS
  - 5.32.1 CGS Company Profile
  - 5.32.2 CGS Business Overview
  - 5.32.3 CGS Call Center Outsourcings Sales, Revenue, Average Selling Price and Gross Margin (2015-2020)
  - 5.32.4 CGS Call Center Outsourcings Products Introduction
- 5.33 Sitel
  - 5.33.1 Sitel Company Profile
  - 5.33.2 Sitel Business Overview
  - 5.33.3 Sitel Call Center Outsourcings Sales, Revenue, Average Selling Price and

## Gross Margin (2015-2020)

### 5.33.4 Sitel Call Center Outsourcings Products Introduction

## 5.34 TELUS International

### 5.34.1 TELUS International Company Profile

### 5.34.2 TELUS International Business Overview

### 5.34.3 TELUS International Call Center Outsourcings Sales, Revenue, Average Selling Price and Gross Margin (2015-2020)

### 5.34.4 TELUS International Call Center Outsourcings Products Introduction

## 5.35 IBM Global Services

### 5.35.1 IBM Global Services Company Profile

### 5.35.2 IBM Global Services Business Overview

### 5.35.3 IBM Global Services Call Center Outsourcings Sales, Revenue, Average Selling Price and Gross Margin (2015-2020)

### 5.35.4 IBM Global Services Call Center Outsourcings Products Introduction

## 5.36 IQor

### 5.36.1 IQor Company Profile

### 5.36.2 IQor Business Overview

### 5.36.3 IQor Call Center Outsourcings Sales, Revenue, Average Selling Price and Gross Margin (2015-2020)

### 5.36.4 IQor Call Center Outsourcings Products Introduction

## **6 MARKET ANALYSIS AND FORECAST, BY PRODUCT TYPES**

### 6.1 Global Call Center Outsourcings Sales, Revenue and Market Share by Types (2015-2020)

#### 6.1.1 Global Call Center Outsourcings Sales and Market Share by Types (2015-2020)

#### 6.1.2 Global Call Center Outsourcings Revenue and Market Share by Types (2015-2020)

#### 6.1.3 Global Call Center Outsourcings Price by Types (2015-2020)

### 6.2 Global Call Center Outsourcings Market Forecast by Types (2020-2025)

#### 6.2.1 Global Call Center Outsourcings Market Forecast Sales and Market Share by Types (2020-2025)

#### 6.2.2 Global Call Center Outsourcings Market Forecast Revenue and Market Share by Types (2020-2025)

### 6.3 Global Call Center Outsourcings Sales, Price and Growth Rate by Types (2015-2020)

#### 6.3.1 Global Call Center Outsourcings Sales, Price and Growth Rate of Inbound Call Services

#### 6.3.2 Global Call Center Outsourcings Sales, Price and Growth Rate of Outbound Call

## Services

### 6.4 Global Call Center Outsourcings Market Revenue and Sales Forecast, by Types (2020-2025)

6.4.1 Inbound Call Services Market Revenue and Sales Forecast (2020-2025)

6.4.2 Outbound Call Services Market Revenue and Sales Forecast (2020-2025)

## **7 MARKET ANALYSIS AND FORECAST, BY APPLICATIONS**

### 7.1 Global Call Center Outsourcings Sales, Revenue and Market Share by Applications (2015-2020)

7.1.1 Global Call Center Outsourcings Sales and Market Share by Applications (2015-2020)

7.1.2 Global Call Center Outsourcings Revenue and Market Share by Applications (2015-2020)

### 7.2 Global Call Center Outsourcings Market Forecast by Applications (2020-2025)

7.2.1 Global Call Center Outsourcings Market Forecast Sales and Market Share by Applications (2020-2025)

7.2.2 Global Call Center Outsourcings Market Forecast Revenue and Market Share by Applications (2020-2025)

### 7.3 Global Revenue, Sales and Growth Rate by Applications (2015-2020)

7.3.1 Global Call Center Outsourcings Revenue, Sales and Growth Rate of BFSI (2015-2020)

7.3.2 Global Call Center Outsourcings Revenue, Sales and Growth Rate of Retail (2015-2020)

7.3.3 Global Call Center Outsourcings Revenue, Sales and Growth Rate of Government (2015-2020)

7.3.4 Global Call Center Outsourcings Revenue, Sales and Growth Rate of IT & Telecommunication (2015-2020)

7.3.5 Global Call Center Outsourcings Revenue, Sales and Growth Rate of Defense Aerospace & Intelligence (2015-2020)

7.3.6 Global Call Center Outsourcings Revenue, Sales and Growth Rate of Others (2015-2020)

### 7.4 Global Call Center Outsourcings Market Revenue and Sales Forecast, by Applications (2020-2025)

7.4.1 BFSI Market Revenue and Sales Forecast (2020-2025)

7.4.2 Retail Market Revenue and Sales Forecast (2020-2025)

7.4.3 Government Market Revenue and Sales Forecast (2020-2025)

7.4.4 IT & Telecommunication Market Revenue and Sales Forecast (2020-2025)

7.4.5 Defense Aerospace & Intelligence Market Revenue and Sales Forecast

(2020-2025)

7.4.6 Others Market Revenue and Sales Forecast (2020-2025)

## **8 MARKET ANALYSIS AND FORECAST, BY REGIONS**

8.1 Global Call Center Outsourcings Sales by Regions (2015-2020)

8.2 Global Call Center Outsourcings Market Revenue by Regions (2015-2020)

8.3 Global Call Center Outsourcings Market Forecast by Regions (2020-2025)

## **9 NORTH AMERICA CALL CENTER OUTSOURCINGS MARKET ANALYSIS**

9.1 Market Overview and Prospect Analysis

9.2 North America Call Center Outsourcings Market Sales and Growth Rate (2015-2020)

9.3 North America Call Center Outsourcings Market Revenue and Growth Rate (2015-2020)

9.4 North America Call Center Outsourcings Market Forecast

9.5 The Influence of COVID-19 on North America Market

9.6 North America Call Center Outsourcings Market Analysis by Country

9.6.1 U.S. Call Center Outsourcings Sales and Growth Rate

9.6.2 Canada Call Center Outsourcings Sales and Growth Rate

9.6.3 Mexico Call Center Outsourcings Sales and Growth Rate

## **10 EUROPE CALL CENTER OUTSOURCINGS MARKET ANALYSIS**

10.1 Market Overview and Prospect Analysis

10.2 Europe Call Center Outsourcings Market Sales and Growth Rate (2015-2020)

10.3 Europe Call Center Outsourcings Market Revenue and Growth Rate (2015-2020)

10.4 Europe Call Center Outsourcings Market Forecast

10.5 The Influence of COVID-19 on Europe Market

10.6 Europe Call Center Outsourcings Market Analysis by Country

10.6.1 Germany Call Center Outsourcings Sales and Growth Rate

10.6.2 United Kingdom Call Center Outsourcings Sales and Growth Rate

10.6.3 France Call Center Outsourcings Sales and Growth Rate

10.6.4 Italy Call Center Outsourcings Sales and Growth Rate

10.6.5 Spain Call Center Outsourcings Sales and Growth Rate

10.6.6 Russia Call Center Outsourcings Sales and Growth Rate

## **11 ASIA-PACIFIC CALL CENTER OUTSOURCINGS MARKET ANALYSIS**

- 11.1 Market Overview and Prospect Analysis
- 11.2 Asia-Pacific Call Center Outsourcings Market Sales and Growth Rate (2015-2020)
- 11.3 Asia-Pacific Call Center Outsourcings Market Revenue and Growth Rate (2015-2020)
- 11.4 Asia-Pacific Call Center Outsourcings Market Forecast
- 11.5 The Influence of COVID-19 on Asia Pacific Market
- 11.6 Asia-Pacific Call Center Outsourcings Market Analysis by Country
  - 11.6.1 China Call Center Outsourcings Sales and Growth Rate
  - 11.6.2 Japan Call Center Outsourcings Sales and Growth Rate
  - 11.6.3 South Korea Call Center Outsourcings Sales and Growth Rate
  - 11.6.4 Australia Call Center Outsourcings Sales and Growth Rate
  - 11.6.5 India Call Center Outsourcings Sales and Growth Rate

## **12 SOUTH AMERICA CALL CENTER OUTSOURCINGS MARKET ANALYSIS**

- 12.1 Market Overview and Prospect Analysis
- 12.2 South America Call Center Outsourcings Market Sales and Growth Rate (2015-2020)
- 12.3 South America Call Center Outsourcings Market Revenue and Growth Rate (2015-2020)
- 12.4 South America Call Center Outsourcings Market Forecast
- 12.5 The Influence of COVID-19 on South America Market
- 12.6 South America Call Center Outsourcings Market Analysis by Country
  - 12.6.1 Brazil Call Center Outsourcings Sales and Growth Rate
  - 12.6.2 Argentina Call Center Outsourcings Sales and Growth Rate
  - 12.6.3 Columbia Call Center Outsourcings Sales and Growth Rate

## **13 MIDDLE EAST AND AFRICA CALL CENTER OUTSOURCINGS MARKET ANALYSIS**

- 13.1 Market Overview and Prospect Analysis
- 13.2 Middle East and Africa Call Center Outsourcings Market Sales and Growth Rate (2015-2020)
- 13.3 Middle East and Africa Call Center Outsourcings Market Revenue and Growth Rate (2015-2020)
- 13.4 Middle East and Africa Call Center Outsourcings Market Forecast
- 13.5 The Influence of COVID-19 on Middle East and Africa Market
- 13.6 Middle East and Africa Call Center Outsourcings Market Analysis by Country

- 13.6.1 UAE Call Center Outsourcings Sales and Growth Rate
- 13.6.2 Egypt Call Center Outsourcings Sales and Growth Rate
- 13.6.3 South Africa Call Center Outsourcings Sales and Growth Rate

## **14 CONCLUSIONS AND RECOMMENDATIONS**

- 14.1 Key Market Findings and Prospects
- 14.2 Advice for Investors

## **15 APPENDIX**

- 15.1 Methodology
- 15.2 Research Data Source

## List Of Tables

### LIST OF TABLES AND FIGURES

Figure Product Picture

Figure Global Call Center Outsourcings Market Size and Growth Rate 2015-2025

Table Call Center Outsourcings Key Market Segments

Figure Global Call Center Outsourcings Market Revenue (\$) Segment by Type from 2015-2020

Figure Global Call Center Outsourcings Market Revenue (\$) Segment by Applications from 2015-2020

Table SWOT Analysis

Figure Global COVID-19 Status

Figure Supply Chain

Table Major Players Headquarters, and Service Area of Call Center Outsourcings

Table Major Players Revenue in 2019

Figure Major Players Revenue Share in 2019

Table WNS Global Services Company Profile

Table WNS Global Services Sales, Revenue (US\$ Million), Average Selling Price and Gross Margin (2015-2020)

Figure WNS Global Services Production and Growth Rate

Figure WNS Global Services Market Revenue (\$) Market Share 2015-2020

Table Qualfon Company Profile

Table Qualfon Sales, Revenue (US\$ Million), Average Selling Price and Gross Margin (2015-2020)

Figure Qualfon Production and Growth Rate

Figure Qualfon Market Revenue (\$) Market Share 2015-2020

Table Sykes Enterprises Company Profile

Table Sykes Enterprises Sales, Revenue (US\$ Million), Average Selling Price and Gross Margin (2015-2020)

Figure Sykes Enterprises Production and Growth Rate

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

Table Concentrix Company Profile

Table Concentrix Sales, Revenue (US\$ Million), Average Selling Price and Gross Margin (2015-2020)

Figure Concentrix Production and Growth Rate

Figure Concentrix Market Revenue (\$) Market Share 2015-2020

Table United Nearshore Operations Company Profile

Table United Nearshore Operations Sales, Revenue (US\$ Million), Average Selling



Price and Gross Margin (2015-2020)

Figure United Nearshore Operations Production and Growth Rate

Figure United Nearshore Operations Market Revenue (\$) Market Share 2015-2020

Table TeleTech Company Profile

Table TeleTech Sales, Revenue (US\$ Million), Average Selling Price and Gross Margin (2015-2020)

Figure TeleTech Production and Growth Rate

Figure TeleTech Market Revenue (\$) Market Share 2015-2020

Table SupportSave Company Profile

Table SupportSave Sales, Revenue (US\$ Million), Average Selling Price and Gross Margin (2015-2020)

Figure SupportSave Production and Growth Rate

Figure SupportSave Market Revenue (\$) Market Share 2015-2020

Table Ubiquity Global Services Company Profile

Table Ubiquity Global Services Sales, Revenue (US\$ Million), Average Selling Price and Gross Margin (2015-2020)

Figure Ubiquity Global Services Production and Growth Rate

Figure Ubiquity Global Services Market Revenue (\$) Market Share 2015-2020

Table Runway Company Profile

Table Runway Sales, Revenue (US\$ Million), Average Selling Price and Gross Margin (2015-2020)

Figure Runway Production and Growth Rate

Figure Runway Market Revenue (\$) Market Share 2015-2020

Table Genpact Company Profile

Table Genpact Sales, Revenue (US\$ Million), Average Selling Price and Gross Margin (2015-2020)

Figure Genpact Production and Growth Rate

Figure Genpact Market Revenue (\$) Market Share 2015-2020

Table Five9 Company Profile

Table Five9 Sales, Revenue (US\$ Million), Average Selling Price and Gross Margin (2015-2020)

Figure Five9 Production and Growth Rate

Figure Five9 Market Revenue (\$) Market Share 2015-2020

Table Atento Company Profile

Table Atento Sales, Revenue (US\$ Million), Average Selling Price and Gross Margin (2015-2020)

Figure Atento Production and Growth Rate

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

Table NCO Group Company Profile

Table NCO Group Sales, Revenue (US\$ Million), Average Selling Price and Gross Margin (2015-2020)

Figure NCO Group Production and Growth Rate

Figure NCO Group Market Revenue (\$) Market Share 2015-2020

Table One World Direct Company Profile

Table One World Direct Sales, Revenue (US\$ Million), Average Selling Price and Gross Margin (2015-2020)

Figure One World Direct Production and Growth Rate

Figure One World Direct Market Revenue (\$) Market Share 2015-2020

Table Conduent Company Profile

Table Conduent Sales, Revenue (US\$ Million), Average Selling Price and Gross Margin (2015-2020)

Figure Conduent Production and Growth Rate

Figure Conduent Market Revenue (\$) Market Share 2015-2020

Table Convergys Corporation Company Profile

Table Convergys Corporation Sales, Revenue (US\$ Million), Average Selling Price and Gross Margin (2015-2020)

Figure Convergys Corporation Production and Growth Rate

Figure Convergys Corporation Market Revenue (\$) Market Share 2015-2020

Table Televerde Company Profile

Table Televerde Sales, Revenue (US\$ Million), Average Selling Price and Gross Margin (2015-2020)

Figure Televerde Production and Growth Rate

Figure Televerde Market Revenue (\$) Market Share 2015-2020

Table Datacom Group Company Profile

Table Datacom Group Sales, Revenue (US\$ Million), Average Selling Price and Gross Margin (2015-2020)

Figure Datacom Group Production and Growth Rate

Figure Datacom Group Market Revenue (\$) Market Share 2015-2020

Table InfoCision Management Corporation Company Profile

Table InfoCision Management Corporation Sales, Revenue (US\$ Million), Average Selling Price and Gross Margin (2015-2020)

Figure InfoCision Management Corporation Production and Growth Rate

Figure InfoCision Management Corporation Market Revenue (\$) Market Share 2015-2020

Table Infinit Contact Company Profile

Table Infinit Contact Sales, Revenue (US\$ Million), Average Selling Price and Gross Margin (2015-2020)

Figure Infinit Contact Production and Growth Rate

Figure Infinit Contact Market Revenue (\$) Market Share 2015-2020

Table Webhelp Company Profile

Table Webhelp Sales, Revenue (US\$ Million), Average Selling Price and Gross Margin (2015-2020)

Figure Webhelp Production and Growth Rate

Figure Webhelp Market Revenue (\$) Market Share 2015-2020

Table DialAmerica Company Profile

Table DialAmerica Sales, Revenue (US\$ Million), Average Selling Price and Gross Margin (2015-2020)

Figure DialAmerica Production and Growth Rate

Figure DialAmerica Market Revenue (\$) Market Share 2015-2020

Table Sitel Worldwide Corporation Company Profile

Table Sitel Worldwide Corporation Sales, Revenue (US\$ Million), Average Selling Price and Gross Margin (2015-2020)

Figure Sitel Worldwide Corporation Production and Growth Rate

Figure Sitel Worldwide Corporation Market Revenue (\$) Market Share 2015-2020

Table Firstsource Company Profile

Table Firstsource Sales, Revenue (US\$ Million), Average Selling Price and Gross Margin (2015-2020)

Figure Firstsource Production and Growth Rate

Figure Firstsource Market Revenue (\$) Market Share 2015-2020

Table Tech Mahindra Company Profile

Table Tech Mahindra Sales, Revenue (US\$ Million), Average Selling Price and Gross Margin (2015-2020)

Figure Tech Mahindra Production and Growth Rate

Figure Tech Mahindra Market Revenue (\$) Market Share 2015-2020

Table PSI Company Profile

Table PSI Sales, Revenue (US\$ Million), Average Selling Price and Gross Margin (2015-2020)

Figure PSI Production and Growth Rate

Figure PSI Market Revenue (\$) Market Share 2015-2020

Table Invensis Company Profile

Table Invensis Sales, Revenue (US\$ Million), Average Selling Price and Gross Margin (2015-2020)

Figure Invensis Production and Growth Rate

Figure Invensis Market Revenue (\$) Market Share 2015-2020

Table Xerox Corporation Company Profile

Table Xerox Corporation Sales, Revenue (US\$ Million), Average Selling Price and Gross Margin (2015-2020)

Figure Xerox Corporation Production and Growth Rate

Figure Xerox Corporation Market Revenue (\$) Market Share 2015-2020

Table Focus Services Company Profile

Table Focus Services Sales, Revenue (US\$ Million), Average Selling Price and Gross Margin (2015-2020)

Figure Focus Services Production and Growth Rate

Figure Focus Services Market Revenue (\$) Market Share 2015-2020

Table Inktel Direct Company Profile

Table Inktel Direct Sales, Revenue (US\$ Million), Average Selling Price and Gross Margin (2015-2020)

Figure Inktel Direct Production and Growth Rate

Figure Inktel Direct Market Revenue (\$) Market Share 2015-2020

Table Transcom WorldWide Company Profile

Table Transcom WorldWide Sales, Revenue (US\$ Million), Average Selling Price and Gross Margin (2015-2020)

Figure Transcom WorldWide Production and Growth Rate

Figure Transcom WorldWide Market Revenue (\$) Market Share 2015-2020

Table CGS Company Profile

Table CGS Sales, Revenue (US\$ Million), Average Selling Price and Gross Margin (2015-2020)

Figure CGS Production and Growth Rate

Figure CGS Market Revenue (\$) Market Share 2015-2020

Table Sitel Company Profile

Table Sitel Sales, Revenue (US\$ Million), Average Selling Price and Gross Margin (2015-2020)

Figure Sitel Production and Growth Rate

Figure Sitel Market Revenue (\$) Market Share 2015-2020

Table TELUS International Company Profile

Table TELUS International Sales, Revenue (US\$ Million), Average Selling Price and Gross Margin (2015-2020)

Figure TELUS International Production and Growth Rate

Figure TELUS International Market Revenue (\$) Market Share 2015-2020

Table IBM Global Services Company Profile

Table IBM Global Services Sales, Revenue (US\$ Million), Average Selling Price and Gross Margin (2015-2020)

Figure IBM Global Services Production and Growth Rate

Figure IBM Global Services Market Revenue (\$) Market Share 2015-2020

Table IQor Company Profile

Table IQor Sales, Revenue (US\$ Million), Average Selling Price and Gross Margin

(2015-2020)

Figure IQor Production and Growth Rate

Figure IQor Market Revenue (\$) Market Share 2015-2020

Table Global Call Center Outsourcings Sales by Types (2015-2020)

Table Global Call Center Outsourcings Sales Share by Types (2015-2020)

Table Global Call Center Outsourcings Revenue (\$) by Types (2015-2020)

Table Global Call Center Outsourcings Revenue Share by Types (2015-2020)

Table Global Call Center Outsourcings Price (\$) by Types (2015-2020)

Table Global Call Center Outsourcings Market Forecast Sales by Types (2020-2025)

Table Global Call Center Outsourcings Market Forecast Sales Share by Types  
(2020-2025)

Table Global Call Center Outsourcings Market Forecast Revenue (\$) by Types  
(2020-2025)

Table Global Call Center Outsourcings Market Forecast Revenue Share by Types  
(2020-2025)

Figure Global Inbound Call Services Sales and Growth Rate (2015-2020)

Figure Global Inbound Call Services Price (2015-2020)

Figure Global Outbound Call Services Sales and Growth Rate (2015-2020)

Figure Global Outbound Call Services Price (2015-2020)

Figure Global Call Center Outsourcings Market Revenue (\$) and Growth Rate Forecast  
of Inbound Call Services (2020-2025)

Figure Global Call Center Outsourcings Sales and Growth Rate Forecast of Inbound  
Call Services (2020-2025)

Figure Global Call Center Outsourcings Market Revenue (\$) and Growth Rate Forecast  
of Outbound Call Services (2020-2025)

Figure Global Call Center Outsourcings Sales and Growth Rate Forecast of Outbound  
Call Services (2020-2025)

Table Global Call Center Outsourcings Sales by Applications (2015-2020)

Table Global Call Center Outsourcings Sales Share by Applications (2015-2020)

Table Global Call Center Outsourcings Revenue (\$) by Applications (2015-2020)

Table Global Call Center Outsourcings Revenue Share by Applications (2015-2020)

Table Global Call Center Outsourcings Market Forecast Sales by Applications  
(2020-2025)

Table Global Call Center Outsourcings Market Forecast Sales Share by Applications  
(2020-2025)

Table Global Call Center Outsourcings Market Forecast Revenue (\$) by Applications  
(2020-2025)

Table Global Call Center Outsourcings Market Forecast Revenue Share by Applications  
(2020-2025)

Figure Global BFSI Sales and Growth Rate (2015-2020)  
Figure Global BFSI Price (2015-2020)  
Figure Global Retail Sales and Growth Rate (2015-2020)  
Figure Global Retail Price (2015-2020)  
Figure Global Government Sales and Growth Rate (2015-2020)  
Figure Global Government Price (2015-2020)  
Figure Global IT & Telecommunication Sales and Growth Rate (2015-2020)  
Figure Global IT & Telecommunication Price (2015-2020)  
Figure Global Defense Aerospace & Intelligence Sales and Growth Rate (2015-2020)  
Figure Global Defense Aerospace & Intelligence Price (2015-2020)  
Figure Global Others Sales and Growth Rate (2015-2020)  
Figure Global Others Price (2015-2020)  
Figure Global Call Center Outsourcings Market Revenue (\$) and Growth Rate Forecast of BFSI (2020-2025)  
Figure Global Call Center Outsourcings Sales and Growth Rate Forecast of BFSI (2020-2025)  
Figure Global Call Center Outsourcings Market Revenue (\$) and Growth Rate Forecast of Retail (2020-2025)  
Figure Global Call Center Outsourcings Sales and Growth Rate Forecast of Retail (2020-2025)  
Figure Global Call Center Outsourcings Market Revenue (\$) and Growth Rate Forecast of Government (2020-2025)  
Figure Global Call Center Outsourcings Sales and Growth Rate Forecast of Government (2020-2025)  
Figure Global Call Center Outsourcings Market Revenue (\$) and Growth Rate Forecast of IT & Telecommunication (2020-2025)  
Figure Global Call Center Outsourcings Sales and Growth Rate Forecast of IT & Telecommunication (2020-2025)  
Figure Global Call Center Outsourcings Market Revenue (\$) and Growth Rate Forecast of Defense Aerospace & Intelligence (2020-2025)  
Figure Global Call Center Outsourcings Sales and Growth Rate Forecast of Defense Aerospace & Intelligence (2020-2025)  
Figure Global Call Center Outsourcings Market Revenue (\$) and Growth Rate Forecast of Others (2020-2025)  
Figure Global Call Center Outsourcings Sales and Growth Rate Forecast of Others (2020-2025)  
Figure Global Call Center Outsourcings Sales and Growth Rate (2015-2020)  
Table Global Call Center Outsourcings Sales by Regions (2015-2020)  
Table Global Call Center Outsourcings Sales Market Share by Regions (2015-2020)

Figure Global Call Center Outsourcings Sales Market Share by Regions in 2019  
Figure Global Call Center Outsourcings Revenue and Growth Rate (2015-2020)  
Table Global Call Center Outsourcings Revenue by Regions (2015-2020)  
Table Global Call Center Outsourcings Revenue Market Share by Regions (2015-2020)  
Figure Global Call Center Outsourcings Revenue Market Share by Regions in 2019  
Table Global Call Center Outsourcings Market Forecast Sales by Regions (2020-2025)  
Table Global Call Center Outsourcings Market Forecast Sales Share by Regions (2020-2025)  
Table Global Call Center Outsourcings Market Forecast Revenue (\$) by Regions (2020-2025)  
Table Global Call Center Outsourcings Market Forecast Revenue Share by Regions (2020-2025)  
Figure North America Call Center Outsourcings Market Sales and Growth Rate (2015-2020)  
Figure North America Call Center Outsourcings Market Revenue and Growth Rate (2015-2020)  
Figure North America Call Center Outsourcings Market Forecast Sales (2020-2025)  
Figure North America Call Center Outsourcings Market Forecast Revenue (\$) (2020-2025)  
Figure North America COVID-19 Status  
Figure U.S. Call Center Outsourcings Market Sales and Growth Rate (2015-2020)  
Figure Canada Call Center Outsourcings Market Sales and Growth Rate (2015-2020)  
Figure Mexico Call Center Outsourcings Market Sa

## I would like to order

Product name: Global Call Center Outsourcings Market Research Report with Opportunities and Strategies to Boost Growth- COVID-19 Impact and Recovery

Product link: <https://marketpublishers.com/r/G883F928D947EN.html>

Price: US\$ 3,500.00 (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/G883F928D947EN.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



