

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

<https://marketpublishers.com/r/G4E4CB5B7A4DEN.html>

Date: November 2021

Pages: 107

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

ID: G4E4CB5B7A4DEN

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.

Based on the Call Centre 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 Centre market covered in Chapter 5:

Plusoft Informatica

Tata Consultancy Services

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

In Chapter 6, 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 7, 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 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

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