

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

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Abstracts

A contact center -- also referred to as a customer interaction center or e-contact center -- is a central point from which all customer contacts are managed. The contact center typically includes one or more call centers, but may include other types of customer contact, as well. A contact center is generally part of an enterprise's overall customer relationship management (CRM) strategy.

Based on the Contact Center 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 Contact Center market covered in Chapter 5:

GuateCal

UST Global

Atento

Nearshore Call Center

Upcom
Allied Global
Alorica
Aegis
Convergys
Island Outsourcers
Elephant Group
Qualfon
Teleperformance

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

Automatic Call Distribution (ACD)
Call Recording
Computer Telephony Integration (CTI)
Customer Collaboration
Dialer
Interactive Voice Responses (IVR)
Reporting & Analytics
Workforce Optimization
Others

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

Banking, Financial Services, and Insurance (BFSI)
Consumer Goods & Retail
Government
Healthcare
IT & Telecom
Traveling & Hospitality
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

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