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

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Abstracts

Customer relationship management (CRM) outsourcing is a type of professional service provided by outsourcing vendors in the form of third-party services. The services include communications management, multi-channel customer engagement, and analytic solutions.

Based on the CRM Outsourcing 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 CRM Outsourcing market covered in Chapter 5:

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HCL
Aditya Birla Minacs
Aegis
Convergys
Teletech
Capgemini
3i infotech
IBM
Accenture
Hinduja Global Solutions
EXL
Firstsource
Genpact
Intelenet
Wipro
WNS
Teleperformance
NCO Financial
Xerox
Tata Consultancy Services
Sitel
Cognizant
Infosys
HP

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

Communications Management
Multi-Channel Customer Engagement
Analytic Solutions
Others

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

Retail
BFSI
Telecom & IT

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Healthcare
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

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Forecast Period: 2020-2025

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