

Contact Center Software Market by Component (Solutions (Omnichannel Routing, Reporting & Analytics), Services), Organization Size, Deployment Mode, Vertical (BFSI, Telecommunications, & Retail & Consumer Goods) and Region - Global Forecast to 2028

<https://marketpublishers.com/r/CEC7232F712EN.html>

Date: July 2023

Pages: 331

Price: US\$ 4,950.00 (Single User License)

ID: CEC7232F712EN

Abstracts

The market size of contact center software is projected to grow from USD 41.9 billion in 2023 to USD 109.7 billion by 2028 at a CAGR of 21.2% during the forecast period. The growing demand for personalized and streamlined customer interactions drives the contact center software market's growth.

As per organization size, the SME segment holds the highest CAGR during the forecast period.

The contact center software market by organization size bifurcates into large enterprises and SMEs. The SME segment is estimated to grow at the highest CAGR during the forecast period. Due to budget constraints, SMEs rely on manual processes to manage their contact center software processes. However, the competitive market has encouraged SMEs to invest in contact center software solutions to achieve significant business efficiency. Due to limited budgets and staff, SMEs seek flexible, scalable, and cost-effective solutions. SMEs incorporate innovative contact center solutions to manage customer-agent interactions and workforce performance better based on global regulatory standards, thereby accelerating contact center agent and customer engagements and enhancing their experiences. SMEs are recognizing the value and importance of effective customer service and attention. They are investing in contact center software to improve customer interactions, enhance customer

satisfaction, and gain a competitive edge.

As per vertical, consumer goods & retail vertical hold the highest CAGR during the forecast period.

The verticals studied in the report are Telecommunications, BFSI, IT & ITeS, Government & Public Sector, Retail & Consumer Goods, Energy & Utilities, Manufacturing, Healthcare & Life Sciences, and Other Verticals (media and entertainment, travel and hospitality, transportation and logistics, and education). During the forecast period, 2023-2028, the retail & consumer goods vertical segment holds the highest CAGR. The retail and consumer goods industry is customer-centric and looks forward to improving customer experiences and retention. In addition, IT budgets are enormous as they try to maintain a reputed brand image in terms of both employee and customer retention. Therefore, retailers increasingly implement advanced analytics practices to address significant business challenges and maximize benefits. Contact center solutions help retail businesses develop customer-centric market strategies to make quick decisions based on past buying behaviors, customer preferences, and real-time client interactions.

As per region, Europe holds the second-largest market share during the forecast period.

The contact center software market includes an analysis of five regions. Europe holds the second-largest market share in 2023 and will have similar dominance over the forecast period. Europe has diverse business needs, as several large retailers and manufacturing companies demand robust and scalable IT infrastructure solutions. The region has always been a challenging market for cloud providers due to the stringent regulations and security standards regarding user data privacy. Europe also has strict rules and regulations for data privacy and security, so various contact center software providers have improved their solutions to address companies' data localization needs and comply with consumer privacy regulations in the region. The European BFSI industry has focused on customer orientation with its offerings and economic value creation. Cloud-based contact center solutions are becoming popular in Europe as they offer several advantages over on-premises solutions, such as cost-effectiveness, scalability, and ease of use. Customers increasingly use multiple channels to contact businesses, such as phone, email, chat, and social media. Companies must be able to provide a seamless customer experience across all channels, which requires contact center software that supports omnichannel customer service.

The breakup of the profiles of the primary respondents is provided below:

By Company: Tier I: 35%, Tier II: 25%, and Tier III: 40%

By Designation: C-Level Executives: 25%, Director Level: 30%, and Others: 45%

By Region: North America: 42%, Asia Pacific: 25%, Europe: 18%, Rest of World: 15%

Note: Others include sales managers, marketing managers, and product managers

Note: The rest of the World consists of the Middle East & Africa, and Latin America

Note: Tier 1 companies have revenues of more than USD 100 million; tier 2 companies' revenue ranges from USD 10 million to USD 100 million; and tier 3 companies' revenue is less than 10 million

Source: Secondary Literature, Expert Interviews, and MarketsandMarkets Analysis

The key technology vendors in the market include NICE (Israel), IBM (US), Genesys (US), AWS (US), Five9 (US), Twilio (US), Mitel (Canada), Cisco (US), BT (UK), Verizon (US), Avaya (US), Vonage (US), 8x8 (US), Talkdesk (US), Alcatel Lucent Enterprise (France), Sinch (Sweden), Oracle (US), RingCentral (US), Lifesize (US), Content Guru (UK), Alvaria (US), Enghouse Interactive (US), 3CLogic (US), Ameyo (India), West (US), NEC (Japan), ZTE (China), Vocalcom (France), Evolve IP (US), UJET (US), Amtelco (US), AVOXI (US), VCC Live (Hungary), Glia (US), Bright Pattern (US), ComputerTalk (Canada), and C-Zentrix (India).

Research coverage:

The market study covers the contact center software market across segments. The study aims to estimate the market size and the growth potential of the contact center software market across different market segments, including components (solutions, services), vertical, organization size, deployment mode, and region analysis. It includes an in-depth competitive intelligence analysis of the key players in the market, company profiles, observations related to products, services, business offerings, recent developments, and key market strategies.

Reasons to buy this report:

Contact Center Software Market by Component (Solutions (Omnichannel Routing, Reporting & Analytics), Services)...

The report provides insights on the following pointers:

Analysis of key drivers (rising adoption of advanced contact center technologies, need for handling contact center attrition and absenteeism, role of social media in contact center operations, continuous transition to cloud-based contact centers, integration with CRM and Other Business Systems, growing demand for personalized and enhanced customer interactions), restraints (inadequate network bandwidth minimizes the adoption of VoIP and cloud-based telephony, high costs and long-term contracts associated with PRI phone services, impact of IVR frauds and cyber-attacks on business operations, implementation and Integration challenges), opportunities (growing demand for analyzing audio and video conversations, increasing demand for AI and Automation, dynamic customer demands for robust self-service interactions), and challenges (data privacy and security aspects, barriers to shifting contact centers to cloud environments, need for training and skill requirements) influencing the growth of the contact center software market

Product Development/Innovation: Detailed insights on the latest technologies in the contact center software market

Market Development: In-depth information about lucrative markets – the report analyses the contact center software market across various regions.

Market Diversification: Comprehensive information about new products & services, recent developments, untapped geographies, and investments in the contact center software market.

Competitive Assessment: Detailed assessment of market shares, growth strategies, and service offerings of leading players like NICE (Israel), IBM (US), Genesys (US), AWS (US), and Five9 (US), among others, in the contact center software market.

Contents

1 INTRODUCTION

1.1 STUDY OBJECTIVES

1.2 MARKET DEFINITION

1.2.1 INCLUSIONS AND EXCLUSIONS

1.3 MARKET SCOPE

1.3.1 MARKET SEGMENTATION

1.3.2 REGIONS COVERED

1.3.3 YEARS CONSIDERED

1.3.4 CURRENCY CONSIDERED

TABLE 1 USD EXCHANGE RATES, 2018–2022

1.4 STAKEHOLDERS

1.5 SUMMARY OF CHANGES

1.6 IMPACT OF RECESSION

2 RESEARCH METHODOLOGY

2.1 RESEARCH DATA

FIGURE 1 CONTACT CENTER SOFTWARE MARKET: RESEARCH DESIGN

2.1.1 SECONDARY DATA

2.1.2 PRIMARY DATA

2.1.2.1 Breakup of primary profiles

FIGURE 2 BREAKUP OF PRIMARY INTERVIEWS: BY COMPANY TYPE, DESIGNATION, AND REGION

2.1.2.2 Key insights from industry experts

2.2 DATA TRIANGULATION

FIGURE 3 CONTACT CENTER SOFTWARE MARKET: DATA TRIANGULATION

2.3 MARKET SIZE ESTIMATION

FIGURE 4 CONTACT CENTER SOFTWARE MARKET: TOP-DOWN AND BOTTOM-UP APPROACHES

2.3.1 TOP-DOWN APPROACH

2.3.2 BOTTOM-UP APPROACH

FIGURE 5 CONTACT CENTER SOFTWARE MARKET: RESEARCH FLOW

2.3.3 MARKET ESTIMATION APPROACHES

FIGURE 6 MARKET SIZE ESTIMATION METHODOLOGY - SUPPLY SIDE: ILLUSTRATION OF VENDOR REVENUE ESTIMATION

FIGURE 7 MARKET SIZE ESTIMATION METHODOLOGY: SUPPLY-SIDE ANALYSIS

FIGURE 8 MARKET SIZE ESTIMATION METHODOLOGY: BOTTOM-UP APPROACH (SUPPLY SIDE): COLLECTIVE REVENUE OF CONTACT CENTER SOFTWARE VENDORS

FIGURE 9 MARKET SIZE ESTIMATION METHODOLOGY – DEMAND-SIDE APPROACH

2.4 MARKET FORECAST

TABLE 2 FACTOR ANALYSIS

2.5 RECESSION IMPACT ANALYSIS

TABLE 3 CONTACT CENTER SOFTWARE MARKET: RECESSION IMPACT ANALYSIS

2.6 ASSUMPTIONS

TABLE 4 ASSUMPTIONS

2.7 LIMITATIONS

FIGURE 10 LIMITATIONS

3 EXECUTIVE SUMMARY

TABLE 5 CONTACT CENTER SOFTWARE MARKET SIZE AND GROWTH, 2017–2022 (USD MILLION, Y-O-Y)

TABLE 6 CONTACT CENTER SOFTWARE MARKET SIZE AND GROWTH, 2023–2028 (USD MILLION, Y-O-Y)

FIGURE 11 GLOBAL CONTACT CENTER SOFTWARE MARKET TO WITNESS SIGNIFICANT GROWTH

FIGURE 12 NORTH AMERICA TO ACCOUNT FOR LARGEST MARKET SHARE IN 2023

FIGURE 13 FASTEST-GROWING SEGMENTS OF CONTACT CENTER SOFTWARE MARKET

4 PREMIUM INSIGHTS

4.1 ATTRACTIVE OPPORTUNITIES FOR KEY PLAYERS IN CONTACT CENTER SOFTWARE MARKET

FIGURE 14 INCREASING INVESTMENTS IN CONTACT CENTER SOFTWARE TO ENHANCE CUSTOMER EXPERIENCES AND BOOST MARKET GROWTH

4.2 CONTACT CENTER SOFTWARE MARKET, BY COMPONENT, 2023 VS. 2028

FIGURE 15 SOLUTIONS SEGMENT TO ACCOUNT FOR LARGER MARKET SHARE DURING FORECAST PERIOD

4.3 CONTACT CENTER SOFTWARE MARKET, BY SOLUTION, 2023 VS. 2028

FIGURE 16 OMNICHANNEL ROUTING SEGMENT TO ACCOUNT FOR LARGEST

MARKET SHARE DURING FORECAST PERIOD

4.4 CONTACT CENTER SOFTWARE MARKET, BY SERVICE, 2023 VS. 2028

FIGURE 17 CONSULTING SEGMENT TO ACCOUNT FOR LARGEST MARKET SHARE DURING FORECAST PERIOD

4.5 CONTACT CENTER SOFTWARE MARKET, BY ORGANIZATION SIZE, 2023 VS. 2028

FIGURE 18 LARGE ENTERPRISES SEGMENT TO ACCOUNT FOR LARGER MARKET SHARE DURING FORECAST PERIOD

4.6 CONTACT CENTER SOFTWARE MARKET, BY DEPLOYMENT MODE, 2023 VS. 2028

FIGURE 19 CLOUD SEGMENT TO ACCOUNT FOR LARGER MARKET SHARE DURING FORECAST PERIOD

4.7 CONTACT CENTER SOFTWARE MARKET, BY VERTICAL, 2023 VS. 2028

FIGURE 20 BFSI VERTICAL TO ACCOUNT FOR LARGEST MARKET SHARE DURING FORECAST PERIOD

4.8 CONTACT CENTER SOFTWARE MARKET: REGIONAL SCENARIO, 2023–2028

FIGURE 21 ASIA PACIFIC TO EMERGE AS BEST MARKET FOR INVESTMENTS IN NEXT FIVE YEARS

5 MARKET OVERVIEW AND INDUSTRY TRENDS

5.1 INTRODUCTION

5.2 MARKET DYNAMICS

FIGURE 22 CONTACT CENTER SOFTWARE MARKET: DRIVERS, RESTRAINTS, OPPORTUNITIES, AND CHALLENGES

5.2.1 DRIVERS

5.2.1.1 Rising adoption of advanced contact center technologies

5.2.1.2 Need to control contact center attrition and absenteeism

5.2.1.3 Impact of social media on contact center operations

FIGURE 23 NUMBER OF PEOPLE USING SOCIAL MEDIA FOR BUSINESS

5.2.1.4 Continuous transition to cloud-based contact centers

5.2.1.5 Integration with CRM and other business systems

5.2.1.6 Growing demand for personalized and streamlined interactions

FIGURE 24 MEDIUM USED TO MAKE HIGH-STAKE PURCHASES

5.2.2 RESTRAINTS

5.2.2.1 Inadequate network bandwidth to minimize adoption of VoIP and cloud-based telephony

5.2.2.2 High costs and long-term contracts associated with PRI phone services

FIGURE 25 CONTACT CENTERS TO FACE CHALLENGES IN REDUCING

FINANCIAL COSTS AND HIRING QUALIFIED AGENTS

5.2.2.3 Impact of IVR fraud and cyberattacks on business operations

5.2.3 OPPORTUNITIES

5.2.3.1 Growing demand for analyzing audio and video conversations

5.2.3.2 Growing demand for AI and automation

FIGURE 26 USE OF CHATBOTS FOR COMMON QUESTIONS

5.2.3.3 Dynamic customer demand for robust self-service interactions

5.2.4 CHALLENGES

5.2.4.1 Data privacy and security aspects

5.2.4.2 Barriers to moving contact centers to cloud environments

5.2.4.3 Lack of trained and skilled workforce

5.2.4.4 Implementation and integration challenges

5.3 CASE STUDY ANALYSIS

5.3.1 CASE STUDY 1: ECSI IMPROVED TELEPHONIC INTERACTION SPEED AND REDUCED CHAT HANDLING TIME WITH NICE'S SOLUTION

5.3.2 CASE STUDY 2: 8X8 VIRTUAL CONTACT CENTER HELPED BAILEY INTERNATIONAL REDUCE CALL ANSWER TIMES AND ABANDONMENT RATES

5.3.3 CASE STUDY 3: GENESYS HELPED TECHSTYLE FASHION GROUP ENHANCE VISIBILITY AND EXPERIENCE

5.3.4 CASE STUDY 4: FIVE9 HELPED TELADOC INCREASE UPTIME, IMPROVE CUSTOMER SATISFACTION, AND PREVENT OUTAGES

5.3.5 CASE STUDY 5: KANTAR STREAMLINED GLOBAL MARKET RESEARCH CENTERS WITH SYTEL'S MULTI-TENANT CCAAS PLATFORM

5.3.6 CASE STUDY 6: ORANGE OPTIMIZED MESSAGE HANDLING AND ENHANCED CUSTOMER RELATIONS WITH RINGCENTRAL'S SOLUTION

5.3.7 CASE STUDY 7: TALKDESK OFFERED REAL-TIME REPORTS AND INTEGRATIONS WITH BUSINESS TOOLS TO IMPROVE ACXIOM'S CUSTOMER EXPERIENCES

5.3.8 CASE STUDY 8: ATOS HELPED MUNICIPALITY OF MAASTRICHT IMPROVE RESPONSIVENESS OF CALLS

5.3.9 CASE STUDY 9: TWILIO'S SOLUTION HELPED HULU IMPROVE CUSTOMER EXPERIENCE

5.3.10 CASE STUDY 10: AVAYA CONTACT CENTER SELECT HELPED GTECH OFFER MINUTE STATISTICS

5.4 SUPPLY CHAIN ANALYSIS

FIGURE 27 CONTACT CENTER SOFTWARE MARKET: SUPPLY CHAIN ANALYSIS

5.5 ECOSYSTEM/MARKET MAP

FIGURE 28 CONTACT CENTER SOFTWARE MARKET: ECOSYSTEM/MARKET MAP

5.6 TECHNOLOGY ANALYSIS

5.6.1 ADVANCED ANALYTICS

5.6.1.1 Data analytics

5.6.1.2 Speech analytics

5.6.1.3 Sentiment analytics

5.6.2 ARTIFICIAL INTELLIGENCE

5.6.2.1 ML

5.6.2.2 NLP

5.7 PRICING ANALYSIS

TABLE 7 CONTACT CENTER SOFTWARE MARKET: PRICING ANALYSIS

5.8 PATENT ANALYSIS

FIGURE 29 NUMBER OF PATENTS PUBLISHED, 2012–2022

FIGURE 30 TOP FIVE PATENT OWNERS (GLOBAL)

TABLE 8 TOP TEN PATENT APPLICANTS (US)

TABLE 9 CONTACT CENTER SOFTWARE MARKET: PATENT ANALYSIS

5.9 PORTER'S FIVE FORCES ANALYSIS

FIGURE 31 CONTACT CENTER SOFTWARE MARKET: PORTER'S FIVE FORCES ANALYSIS

TABLE 10 CONTACT CENTER SOFTWARE MARKET: PORTER'S FIVE FORCES ANALYSIS

5.9.1 THREAT OF NEW ENTRANTS

5.9.2 THREAT OF SUBSTITUTES

5.9.3 BARGAINING POWER OF SUPPLIERS

5.9.4 BARGAINING POWER OF BUYERS

5.9.5 INTENSITY OF COMPETITIVE RIVALRY

5.10 TARIFFS AND REGULATORY LANDSCAPE

5.10.1 NORTH AMERICA

5.10.2 EUROPE

5.10.3 ASIA PACIFIC

5.10.4 MIDDLE EAST AND SOUTH AFRICA

5.10.5 LATIN AMERICA

5.11 KEY CONFERENCES AND EVENTS, 2023–2024

TABLE 11 CONTACT CENTER SOFTWARE MARKET: KEY CONFERENCES AND EVENTS, 2023–2024

5.12 TRENDS/DISRUPTIONS IMPACTING BUYERS/CLIENTS' BUSINESSES

FIGURE 32 CONTACT CENTER SOFTWARE MARKET: TRENDS/DISRUPTIONS IMPACTING BUYERS/CLIENTS' BUSINESSES

5.13 KEY STAKEHOLDERS & BUYING CRITERIA

5.13.1 KEY STAKEHOLDERS IN BUYING PROCESS

FIGURE 33 INFLUENCE OF STAKEHOLDERS ON BUYING PROCESS FOR END

USERS

TABLE 12 INFLUENCE OF STAKEHOLDERS ON BUYING PROCESS FOR END USERS

5.13.2 BUYING CRITERIA

FIGURE 34 KEY BUYING CRITERIA FOR END USERS

TABLE 13 KEY BUYING CRITERIA FOR END USERS

5.14 BUSINESS MODEL ANALYSIS

FIGURE 35 CONTACT CENTER SOFTWARE MARKET: BUSINESS MODEL ANALYSIS

5.14.1 ON-PREMISES BUSINESS MODEL

5.14.2 HOSTED BUSINESS MODEL

5.14.3 CLOUD-BASED BUSINESS MODEL

6 CONTACT CENTER SOFTWARE MARKET, BY COMPONENT

6.1 INTRODUCTION

FIGURE 36 SOLUTIONS SEGMENT TO HOLD LARGER MARKET SIZE DURING FORECAST PERIOD

TABLE 14 CONTACT CENTER SOFTWARE MARKET, BY COMPONENT, 2017–2022 (USD MILLION)

TABLE 15 CONTACT CENTER SOFTWARE MARKET, BY COMPONENT, 2023–2028 (USD MILLION)

6.2 SOLUTIONS

6.2.1 GROWING DEMAND FOR OMNICHANNEL CUSTOMER SERVICE AND INCREASING REGULATORY REQUIREMENTS TO DRIVE MARKET

6.2.2 SOLUTIONS: CONTACT CENTER SOFTWARE MARKET DRIVERS

TABLE 16 CONTACT CENTER SOFTWARE MARKET, BY SOLUTION, 2017–2022 (USD MILLION)

TABLE 17 CONTACT CENTER SOFTWARE MARKET, BY SOLUTION, 2023–2028 (USD MILLION)

TABLE 18 SOLUTIONS: CONTACT CENTER SOFTWARE MARKET, BY REGION, 2017–2022 (USD MILLION)

TABLE 19 SOLUTIONS: CONTACT CENTER SOFTWARE MARKET, BY REGION, 2023–2028 (USD MILLION)

6.2.3 OMNICHANNEL ROUTING

6.2.3.1 Omnichannel routing to help calls and assign tasks to agents based on their expertise and experience

6.2.3.2 Digital channels

6.2.3.3 Intelligent routing

6.2.3.4 Interactive Voice Response (IVR)

6.2.3.5 Automatic Call Distributors (ACD)

6.2.3.6 Dialers

6.2.3.7 Virtual agents

TABLE 20 OMNICHANNEL ROUTING: CONTACT CENTER SOFTWARE MARKET, BY REGION, 2017–2022 (USD MILLION)

TABLE 21 OMNICHANNEL ROUTING: CONTACT CENTER SOFTWARE MARKET, BY REGION, 2023–2028 (USD MILLION)

6.2.4 WORKFORCE ENGAGEMENT MANAGEMENT

6.2.4.1 Workforce engagement to include faster resolution, improve agent productivity, and increase customer retention

6.2.4.2 Workforce optimization

6.2.4.3 Call recording and quality management

6.2.4.4 Gamification

TABLE 22 WORKFORCE ENGAGEMENT MANAGEMENT: CONTACT CENTER SOFTWARE MARKET, BY REGION, 2017–2022 (USD MILLION)

TABLE 23 WORKFORCE ENGAGEMENT MANAGEMENT: CONTACT CENTER SOFTWARE MARKET, BY REGION, 2023–2028 (USD MILLION)

6.2.5 REPORTING AND ANALYTICS

6.2.5.1 Reporting and analytics to identify trends, model data, and predict outcomes related to KPIs and SLAs

6.2.5.2 Historical and customized reports

6.2.5.3 Speech and text analytics

6.2.5.4 Real-time analytics and dashboard

TABLE 24 REPORTING AND ANALYTICS: CONTACT CENTER SOFTWARE MARKET, BY REGION, 2017–2022 (USD MILLION)

TABLE 25 REPORTING AND ANALYTICS: CONTACT CENTER SOFTWARE MARKET, BY REGION, 2023–2028 (USD MILLION)

6.2.6 CUSTOMER ENGAGEMENT MANAGEMENT

6.2.6.1 Customer engagement management to identify customer preferences and develop business strategies

6.2.6.2 IVR and advanced chat

6.2.6.3 Self-service automation

6.2.6.4 Customer surveys

TABLE 26 CUSTOMER ENGAGEMENT MANAGEMENT: CONTACT CENTER SOFTWARE MARKET, BY REGION, 2017–2022 (USD MILLION)

TABLE 27 CUSTOMER ENGAGEMENT MANAGEMENT: CONTACT CENTER SOFTWARE MARKET, BY REGION, 2023–2028 (USD MILLION)

6.2.7 OTHER SOLUTIONS

TABLE 28 OTHER SOLUTIONS: CONTACT CENTER SOFTWARE MARKET, BY REGION, 2017–2022 (USD MILLION)

TABLE 29 OTHER SOLUTIONS: CONTACT CENTER SOFTWARE MARKET, BY REGION, 2023–2028 (USD MILLION)

6.3 SERVICES

6.3.1 NEED TO IMPROVE OPERATIONAL EFFICIENCY AND INCREASE AGILITY OF CONTACT CENTER SOLUTIONS TO DRIVE MARKET

6.3.2 SERVICES: CONTACT CENTER SOFTWARE MARKET DRIVERS

TABLE 30 CONTACT CENTER SOFTWARE MARKET, BY SERVICE, 2017–2022 (USD MILLION)

TABLE 31 CONTACT CENTER SOFTWARE MARKET, BY SERVICE, 2023–2028 (USD MILLION)

TABLE 32 SERVICES: CONTACT CENTER SOFTWARE MARKET, BY REGION, 2017–2022 (USD MILLION)

TABLE 33 SERVICES: CONTACT CENTER SOFTWARE MARKET, BY REGION, 2023–2028 (USD MILLION)

6.3.3 CONSULTING

6.3.3.1 Consulting services to ensure smooth implementation and integration of solutions

TABLE 34 CONSULTING: CONTACT CENTER SOFTWARE MARKET, BY REGION, 2017–2022 (USD MILLION)

TABLE 35 CONSULTING: CONTACT CENTER SOFTWARE MARKET, BY REGION, 2023–2028 (USD MILLION)

6.3.4 IMPLEMENTATION & INTEGRATION

6.3.4.1 Implementation & integration services to provide hassle-free and accurate integration and deployment of solutions

TABLE 36 IMPLEMENTATION & INTEGRATION: CONTACT CENTER SOFTWARE MARKET, BY REGION, 2017–2022 (USD MILLION)

TABLE 37 IMPLEMENTATION & INTEGRATION: CONTACT CENTER SOFTWARE MARKET, BY REGION, 2023–2028 (USD MILLION)

6.3.5 TRAINING, SUPPORT & MAINTENANCE

6.3.5.1 Training, support & maintenance services to ensure smooth operation and identification of issues

TABLE 38 TRAINING, SUPPORT & MAINTENANCE: CONTACT CENTER SOFTWARE MARKET, BY REGION, 2017–2022 (USD MILLION)

TABLE 39 TRAINING, SUPPORT & MAINTENANCE: CONTACT CENTER SOFTWARE MARKET, BY REGION, 2023–2028 (USD MILLION)

7 CONTACT CENTER SOFTWARE MARKET, BY DEPLOYMENT MODE

7.1 INTRODUCTION

FIGURE 37 CLOUD DEPLOYMENT MODE TO GROW AT HIGHER CAGR DURING FORECAST PERIOD

7.1.1 DEPLOYMENT MODES: CONTACT CENTER SOFTWARE MARKET DRIVERS

TABLE 40 CONTACT CENTER SOFTWARE MARKET, BY DEPLOYMENT MODE, 2017–2022 (USD MILLION)

TABLE 41 CONTACT CENTER SOFTWARE MARKET, BY DEPLOYMENT MODE, 2023–2028 (USD MILLION)

7.2 ON-PREMISES

7.2.1 ON-PREMISES DEPLOYMENT TO ENABLE ORGANIZATIONS TO CUSTOMIZE CONTACT CENTER SOLUTIONS TO THEIR SPECIFIC NEEDS

TABLE 42 ON-PREMISES: CONTACT CENTER SOFTWARE MARKET, BY REGION, 2017–2022 (USD MILLION)

TABLE 43 ON-PREMISES: CONTACT CENTER SOFTWARE MARKET, BY REGION, 2023–2028 (USD MILLION)

7.3 CLOUD

7.3.1 CLOUD DEPLOYMENT TO OFFER COST EFFICIENCY, SCALABILITY, ACCESSIBILITY, AND REDUCED INFRASTRUCTURE MANAGEMENT

TABLE 44 CLOUD: CONTACT CENTER SOFTWARE MARKET, BY REGION, 2017–2022 (USD MILLION)

TABLE 45 CLOUD: CONTACT CENTER SOFTWARE MARKET, BY REGION, 2023–2028 (USD MILLION)

8 CONTACT CENTER SOFTWARE MARKET, BY ORGANIZATION SIZE

8.1 INTRODUCTION

FIGURE 38 SMES SEGMENT TO GROW AT HIGHER CAGR DURING FORECAST PERIOD

8.1.1 ORGANIZATION SIZES: CONTACT CENTER SOFTWARE MARKET DRIVERS

TABLE 46 CONTACT CENTER SOFTWARE MARKET, BY ORGANIZATION SIZE, 2017–2022 (USD MILLION)

TABLE 47 CONTACT CENTER SOFTWARE MARKET, BY ORGANIZATION SIZE, 2023–2028 (USD MILLION)

8.2 LARGE ENTERPRISES

8.2.1 NEED FOR ADVANCED FEATURES, SCALABILITY, AND CUSTOMIZATION OPTIONS TO DRIVE DEMAND FOR CONTACT CENTER SOFTWARE

TABLE 48 LARGE ENTERPRISES: CONTACT CENTER SOFTWARE MARKET, BY REGION, 2017–2022 (USD MILLION)

TABLE 49 LARGE ENTERPRISES: CONTACT CENTER SOFTWARE MARKET, BY REGION, 2023–2028 (USD MILLION)

8.3 SMALL AND MEDIUM-SIZED ENTERPRISES (SMES)

8.3.1 COST-EFFECTIVENESS AND AFFORDABILITY OF CLOUD-BASED CONTACT CENTER SOFTWARE TO DRIVE ITS DEMAND IN SMES

TABLE 50 SMES: CONTACT CENTER SOFTWARE MARKET, BY REGION, 2017–2022 (USD MILLION)

TABLE 51 SMES: CONTACT CENTER SOFTWARE MARKET, BY REGION, 2023–2028 (USD MILLION)

9 CONTACT CENTER SOFTWARE MARKET, BY VERTICAL

9.1 INTRODUCTION

FIGURE 39 BFSI VERTICAL TO ACCOUNT FOR LARGEST MARKET SIZE DURING FORECAST PERIOD

9.1.1 VERTICALS: CONTACT CENTER SOFTWARE MARKET DRIVERS

TABLE 52 CONTACT CENTER SOFTWARE MARKET, BY VERTICAL, 2017–2022 (USD MILLION)

TABLE 53 CONTACT CENTER SOFTWARE MARKET, BY VERTICAL, 2023–2028 (USD MILLION)

9.2 BFSI

9.2.1 NEED TO ENGAGE WITH CUSTOMERS AND PROVIDE SEAMLESS EXPERIENCES TO DRIVE DEMAND FOR CONTACT CENTER SOFTWARE

TABLE 54 BFSI: CONTACT CENTER SOFTWARE MARKET, BY REGION, 2017–2022 (USD MILLION)

TABLE 55 BFSI: CONTACT CENTER SOFTWARE MARKET, BY REGION, 2023–2028 (USD MILLION)

9.3 TELECOMMUNICATIONS

9.3.1 NEED FOR COMPREHENSIVE ANALYTICS AND REPORTING TOOLS TO BOOST DEMAND FOR CONTACT CENTER SOFTWARE

TABLE 56 TELECOMMUNICATIONS: CONTACT CENTER SOFTWARE MARKET, BY REGION, 2017–2022 (USD MILLION)

TABLE 57 TELECOMMUNICATIONS: CONTACT CENTER SOFTWARE MARKET, BY REGION, 2023–2028 (USD MILLION)

9.4 HEALTHCARE & LIFE SCIENCES

9.4.1 NEED TO MANAGE APPOINTMENT SCHEDULING, ENSURE PATIENT ADHERENCE TO TREATMENT PLANS, AND STREAMLINE APPOINTMENT PROCESSES TO DRIVE MARKET

TABLE 58 HEALTHCARE & LIFE SCIENCES: CONTACT CENTER SOFTWARE

MARKET, BY REGION, 2017–2022 (USD MILLION)

TABLE 59 HEALTHCARE & LIFE SCIENCES: CONTACT CENTER SOFTWARE

MARKET, BY REGION, 2023–2028 (USD MILLION)

9.5 IT & ITES

9.5.1 NEED FOR MULTICHANNEL CUSTOMER ENGAGEMENT, ACCESS CUSTOMER INFORMATION, TRACK INTERACTIONS, AND MANAGE TICKETS TO PROPEL MARKET

TABLE 60 IT & ITES: CONTACT CENTER SOFTWARE MARKET, BY REGION, 2017–2022 (USD MILLION)

TABLE 61 IT & ITES: CONTACT CENTER SOFTWARE MARKET, BY REGION, 2023–2028 (USD MILLION)

9.6 MANUFACTURING

9.6.1 NEED TO MANAGE ORDER INQUIRIES, TRACK SHIPMENTS, AND PROVIDE STATUS UPDATES TO FUEL DEMAND FOR CONTACT CENTER SOFTWARE

TABLE 62 MANUFACTURING: CONTACT CENTER SOFTWARE MARKET, BY REGION, 2017–2022 (USD MILLION)

TABLE 63 MANUFACTURING: CONTACT CENTER SOFTWARE MARKET, BY REGION, 2023–2028 (USD MILLION)

9.7 RETAIL & CONSUMER GOODS

9.7.1 NEED FOR FASTER DECISION-MAKING, CUSTOMER-CENTRIC MARKET STRATEGIES, AND BUSINESS OPERATIONS TO DRIVE MARKET

TABLE 64 RETAIL & CONSUMER GOODS: CONTACT CENTER SOFTWARE MARKET, BY REGION, 2017–2022 (USD MILLION)

TABLE 65 RETAIL & CONSUMER GOODS: CONTACT CENTER SOFTWARE MARKET, BY REGION, 2023–2028 (USD MILLION)

9.8 GOVERNMENT & PUBLIC SECTOR

9.8.1 NEED FOR EFFECTIVE COMMUNICATION, PROGRESS TRACKING, AND TIMELY ISSUE RESOLUTION TO DRIVE MARKET

TABLE 66 GOVERNMENT & PUBLIC SECTOR: CONTACT CENTER SOFTWARE MARKET, BY REGION, 2017–2022 (USD MILLION)

TABLE 67 GOVERNMENT & PUBLIC SECTOR: CONTACT CENTER SOFTWARE MARKET, BY REGION, 2023–2028 (USD MILLION)

9.9 ENERGY & UTILITIES

9.9.1 EFFICIENTLY HANDLING CUSTOMER INQUIRIES, SERVICE REQUESTS, BILLING INQUIRIES, AND OUTAGE REPORTS TO DRIVE MARKET

TABLE 68 ENERGY & UTILITIES: CONTACT CENTER SOFTWARE MARKET, BY REGION, 2017–2022 (USD MILLION)

TABLE 69 ENERGY & UTILITIES: CONTACT CENTER SOFTWARE MARKET, BY REGION, 2023–2028 (USD MILLION)

9.10 OTHER VERTICALS

TABLE 70 OTHER VERTICALS: CONTACT CENTER SOFTWARE MARKET, BY REGION, 2017–2022 (USD MILLION)

TABLE 71 OTHER VERTICALS: CONTACT CENTER SOFTWARE MARKET, BY REGION, 2023–2028 (USD MILLION)

10 CONTACT CENTER SOFTWARE MARKET, BY REGION

10.1 INTRODUCTION

FIGURE 40 NORTH AMERICA TO ACCOUNT FOR LARGEST MARKET SIZE DURING FORECAST PERIOD

TABLE 72 CONTACT CENTER SOFTWARE MARKET, BY REGION, 2017–2022 (USD MILLION)

TABLE 73 CONTACT CENTER SOFTWARE MARKET, BY REGION, 2023–2028 (USD MILLION)

10.2 NORTH AMERICA

10.2.1 NORTH AMERICA: CONTACT CENTER SOFTWARE MARKET DRIVERS

10.2.2 NORTH AMERICA: RECESSION IMPACT

10.2.3 NORTH AMERICA: REGULATORY LANDSCAPE

10.2.3.1 US Securities and Exchange Commission (SEC)

10.2.3.2 International Organization for Standardization (ISO) 27001

10.2.3.3 California Consumer Privacy Act (CCPA)

10.2.3.4 Health Insurance Portability and Accountability Act (HIPAA) of 1996

10.2.3.5 Sarbanes-Oxley (SOX) Act of 2002

FIGURE 41 NORTH AMERICA: MARKET SNAPSHOT

TABLE 74 NORTH AMERICA: CONTACT CENTER SOFTWARE MARKET, BY COMPONENT, 2017–2022 (USD MILLION)

TABLE 75 NORTH AMERICA: CONTACT CENTER SOFTWARE MARKET, BY COMPONENT, 2023–2028 (USD MILLION)

TABLE 76 NORTH AMERICA: CONTACT CENTER SOFTWARE MARKET, BY SOLUTION, 2017–2022 (USD MILLION)

TABLE 77 NORTH AMERICA: CONTACT CENTER SOFTWARE MARKET, BY SOLUTION, 2023–2028 (USD MILLION)

TABLE 78 NORTH AMERICA: CONTACT CENTER SOFTWARE MARKET, BY SERVICE, 2017–2022 (USD MILLION)

TABLE 79 NORTH AMERICA: CONTACT CENTER SOFTWARE MARKET, BY SERVICE, 2023–2028 (USD MILLION)

TABLE 80 NORTH AMERICA: CONTACT CENTER SOFTWARE MARKET, BY DEPLOYMENT MODE, 2017–2022 (USD MILLION)

TABLE 81 NORTH AMERICA: CONTACT CENTER SOFTWARE MARKET, BY DEPLOYMENT MODE, 2023–2028 (USD MILLION)

TABLE 82 NORTH AMERICA: CONTACT CENTER SOFTWARE MARKET, BY ORGANIZATION SIZE, 2017–2022 (USD MILLION)

TABLE 83 NORTH AMERICA: CONTACT CENTER SOFTWARE MARKET, BY ORGANIZATION SIZE, 2023–2028 (USD MILLION)

TABLE 84 NORTH AMERICA: CONTACT CENTER SOFTWARE MARKET, BY VERTICAL, 2017–2022 (USD MILLION)

TABLE 85 NORTH AMERICA: CONTACT CENTER SOFTWARE MARKET, BY VERTICAL, 2023–2028 (USD MILLION)

TABLE 86 NORTH AMERICA: CONTACT CENTER SOFTWARE MARKET, BY COUNTRY, 2017–2022 (USD MILLION)

TABLE 87 NORTH AMERICA: CONTACT CENTER SOFTWARE MARKET, BY COUNTRY, 2023–2028 (USD MILLION)

10.2.4 US

10.2.4.1 Advanced IT infrastructure, presence of numerous organizations, and availability of technical skills to drive market

TABLE 88 US: CONTACT CENTER SOFTWARE MARKET, BY COMPONENT, 2017–2022 (USD MILLION)

TABLE 89 US: CONTACT CENTER SOFTWARE MARKET, BY COMPONENT, 2023–2028 (USD MILLION)

TABLE 90 US: CONTACT CENTER SOFTWARE MARKET, BY DEPLOYMENT MODE, 2017–2022 (USD MILLION)

TABLE 91 US: CONTACT CENTER SOFTWARE MARKET, BY DEPLOYMENT MODE, 2023–2028 (USD MILLION)

TABLE 92 US: CONTACT CENTER SOFTWARE MARKET, BY ORGANIZATION SIZE, 2017–2022 (USD MILLION)

TABLE 93 US: CONTACT CENTER SOFTWARE MARKET, BY ORGANIZATION SIZE, 2023–2028 (USD MILLION)

10.2.5 CANADA

10.2.5.1 Presence of knowledgeable and skilled workforce, increased digitalization, and rise in workload to drive market

TABLE 94 CANADA: CONTACT CENTER SOFTWARE MARKET, BY COMPONENT, 2017–2022 (USD MILLION)

TABLE 95 CANADA: CONTACT CENTER SOFTWARE MARKET, BY COMPONENT, 2023–2028 (USD MILLION)

TABLE 96 CANADA: CONTACT CENTER SOFTWARE MARKET, BY DEPLOYMENT MODE, 2017–2022 (USD MILLION)

TABLE 97 CANADA: CONTACT CENTER SOFTWARE MARKET, BY DEPLOYMENT

MODE, 2023–2028 (USD MILLION)

TABLE 98 CANADA: CONTACT CENTER SOFTWARE MARKET, BY ORGANIZATION SIZE, 2017–2022 (USD MILLION)

TABLE 99 CANADA: CONTACT CENTER SOFTWARE MARKET, BY ORGANIZATION SIZE, 2023–2028 (USD MILLION)

10.3 EUROPE

10.3.1 EUROPE: CONTACT CENTER SOFTWARE MARKET DRIVERS

10.3.2 EUROPE: RECESSION IMPACT

10.3.3 EUROPE: REGULATORY LANDSCAPE

10.3.3.1 General Data Protection Regulation (GDPR)

10.3.3.2 European Cybersecurity Act

TABLE 100 EUROPE: CONTACT CENTER SOFTWARE MARKET, BY COMPONENT, 2017–2022 (USD MILLION)

TABLE 101 EUROPE: CONTACT CENTER SOFTWARE MARKET, BY COMPONENT, 2023–2028 (USD MILLION)

TABLE 102 EUROPE: CONTACT CENTER SOFTWARE MARKET, BY SOLUTION, 2017–2022 (USD MILLION)

TABLE 103 EUROPE: CONTACT CENTER SOFTWARE MARKET, BY SOLUTION, 2023–2028 (USD MILLION)

TABLE 104 EUROPE: CONTACT CENTER SOFTWARE MARKET, BY SERVICE, 2017–2022 (USD MILLION)

TABLE 105 EUROPE: CONTACT CENTER SOFTWARE MARKET, BY SERVICE, 2023–2028 (USD MILLION)

TABLE 106 EUROPE: CONTACT CENTER SOFTWARE MARKET, BY DEPLOYMENT MODE, 2017–2022 (USD MILLION)

TABLE 107 EUROPE: CONTACT CENTER SOFTWARE MARKET, BY DEPLOYMENT MODE, 2023–2028 (USD MILLION)

TABLE 108 EUROPE: CONTACT CENTER SOFTWARE MARKET, BY ORGANIZATION SIZE, 2017–2022 (USD MILLION)

TABLE 109 EUROPE: CONTACT CENTER SOFTWARE MARKET, BY ORGANIZATION SIZE, 2023–2028 (USD MILLION)

TABLE 110 EUROPE: CONTACT CENTER SOFTWARE MARKET, BY VERTICAL, 2017–2022 (USD MILLION)

TABLE 111 EUROPE: CONTACT CENTER SOFTWARE MARKET, BY VERTICAL, 2023–2028 (USD MILLION)

TABLE 112 EUROPE: CONTACT CENTER SOFTWARE MARKET, BY COUNTRY, 2017–2022 (USD MILLION)

TABLE 113 EUROPE: CONTACT CENTER SOFTWARE MARKET, BY COUNTRY, 2023–2028 (USD MILLION)

10.3.4 UK

10.3.4.1 Increasing digitalization and rising demand for mobile devices and cloud services to boost demand for contact center software

TABLE 114 UK: CONTACT CENTER SOFTWARE MARKET, BY COMPONENT, 2017–2022 (USD MILLION)

TABLE 115 UK: CONTACT CENTER SOFTWARE MARKET, BY COMPONENT, 2023–2028 (USD MILLION)

TABLE 116 UK: CONTACT CENTER SOFTWARE MARKET, BY ORGANIZATION SIZE, 2017–2022 (USD MILLION)

TABLE 117 UK: CONTACT CENTER SOFTWARE MARKET, BY ORGANIZATION SIZE, 2023–2028 (USD MILLION)

10.3.5 GERMANY

10.3.5.1 Government initiatives for technology adoption and growing popularity of WFO to drive market

TABLE 118 GERMANY: CONTACT CENTER SOFTWARE MARKET, BY COMPONENT, 2017–2022 (USD MILLION)

TABLE 119 GERMANY: CONTACT CENTER SOFTWARE MARKET, BY COMPONENT, 2023–2028 (USD MILLION)

TABLE 120 GERMANY: CONTACT CENTER SOFTWARE MARKET, BY ORGANIZATION SIZE, 2017–2022 (USD MILLION)

TABLE 121 GERMANY: CONTACT CENTER SOFTWARE MARKET, BY ORGANIZATION SIZE, 2023–2028 (USD MILLION)

10.3.6 FRANCE

10.3.6.1 Need for exceptional customer experiences, digital transformation, and leveraging data insights to propel market

TABLE 122 FRANCE: CONTACT CENTER SOFTWARE MARKET, BY COMPONENT, 2017–2022 (USD MILLION)

TABLE 123 FRANCE: CONTACT CENTER SOFTWARE MARKET, BY COMPONENT, 2023–2028 (USD MILLION)

TABLE 124 FRANCE: CONTACT CENTER SOFTWARE MARKET, BY ORGANIZATION SIZE, 2017–2022 (USD MILLION)

TABLE 125 FRANCE: CONTACT CENTER SOFTWARE MARKET, BY ORGANIZATION SIZE, 2023–2028 (USD MILLION)

10.3.7 BELGIUM

10.3.7.1 Need to break out of legacy infrastructure to develop agile approach and presence of robust contact center industry to drive market

TABLE 126 BELGIUM: CONTACT CENTER SOFTWARE MARKET, BY COMPONENT, 2017–2022 (USD MILLION)

TABLE 127 BELGIUM: CONTACT CENTER SOFTWARE MARKET, BY

COMPONENT, 2023–2028 (USD MILLION)

TABLE 128 BELGIUM: CONTACT CENTER SOFTWARE MARKET, BY ORGANIZATION SIZE, 2017–2022 (USD MILLION)

TABLE 129 BELGIUM: CONTACT CENTER SOFTWARE MARKET, BY ORGANIZATION SIZE, 2023–2028 (USD MILLION)

10.3.8 REST OF EUROPE

TABLE 130 REST OF EUROPE: CONTACT CENTER SOFTWARE MARKET, BY COMPONENT, 2017–2022 (USD MILLION)

TABLE 131 REST OF EUROPE: CONTACT CENTER SOFTWARE MARKET, BY COMPONENT, 2023–2028 (USD MILLION)

TABLE 132 REST OF EUROPE: CONTACT CENTER SOFTWARE MARKET, BY ORGANIZATION SIZE, 2017–2022 (USD MILLION)

TABLE 133 REST OF EUROPE: CONTACT CENTER SOFTWARE MARKET, BY ORGANIZATION SIZE, 2023–2028 (USD MILLION)

10.4 ASIA PACIFIC

10.4.1 ASIA PACIFIC: CONTACT CENTER SOFTWARE MARKET DRIVERS

10.4.2 ASIA PACIFIC: RECESSION IMPACT

10.4.3 ASIA PACIFIC: REGULATORY LANDSCAPE

10.4.3.1 Personal Data Protection Act (PDPA)

10.4.3.2 Singapore Standard (SS) 564

10.4.3.3 Internet Data Center (IDC) in China

FIGURE 42 ASIA PACIFIC: REGIONAL SNAPSHOT

TABLE 134 ASIA PACIFIC: CONTACT CENTER SOFTWARE MARKET, BY COMPONENT, 2017–2022 (USD MILLION)

TABLE 135 ASIA PACIFIC: CONTACT CENTER SOFTWARE MARKET, BY COMPONENT, 2023–2028 (USD MILLION)

TABLE 136 ASIA PACIFIC: CONTACT CENTER SOFTWARE MARKET, BY SOLUTION, 2017–2022 (USD MILLION)

TABLE 137 ASIA PACIFIC: CONTACT CENTER SOFTWARE MARKET, BY SOLUTION, 2023–2028 (USD MILLION)

TABLE 138 ASIA PACIFIC: CONTACT CENTER SOFTWARE MARKET, BY SERVICE, 2017–2022 (USD MILLION)

TABLE 139 ASIA PACIFIC: CONTACT CENTER SOFTWARE MARKET, BY SERVICE, 2023–2028 (USD MILLION)

TABLE 140 ASIA PACIFIC: CONTACT CENTER SOFTWARE MARKET, BY DEPLOYMENT MODE, 2017–2022 (USD MILLION)

TABLE 141 ASIA PACIFIC: CONTACT CENTER SOFTWARE MARKET, BY DEPLOYMENT MODE, 2023–2028 (USD MILLION)

TABLE 142 ASIA PACIFIC: CONTACT CENTER SOFTWARE MARKET, BY

ORGANIZATION SIZE, 2017–2022 (USD MILLION)

TABLE 143 ASIA PACIFIC: CONTACT CENTER SOFTWARE MARKET, BY ORGANIZATION SIZE, 2023–2028 (USD MILLION)

TABLE 144 ASIA PACIFIC: CONTACT CENTER SOFTWARE MARKET, BY VERTICAL, 2017–2022 (USD MILLION)

TABLE 145 ASIA PACIFIC: CONTACT CENTER SOFTWARE MARKET, BY VERTICAL, 2023–2028 (USD MILLION)

TABLE 146 ASIA PACIFIC: CONTACT CENTER SOFTWARE MARKET, BY COUNTRY, 2017–2022 (USD MILLION)

TABLE 147 ASIA PACIFIC: CONTACT CENTER SOFTWARE MARKET, BY COUNTRY, 2023–2028 (USD MILLION)

10.4.4 CHINA

10.4.4.1 Growing concern for data privacy and security and increasing focus on customer experience to propel market

TABLE 148 CHINA: CONTACT CENTER SOFTWARE MARKET, BY COMPONENT, 2017–2022 (USD MILLION)

TABLE 149 CHINA: CONTACT CENTER SOFTWARE MARKET, BY COMPONENT, 2023–2028 (USD MILLION)

TABLE 150 CHINA: CONTACT CENTER SOFTWARE MARKET, BY ORGANIZATION SIZE, 2017–2022 (USD MILLION)

TABLE 151 CHINA: CONTACT CENTER SOFTWARE MARKET, BY ORGANIZATION SIZE, 2023–2028 (USD MILLION)

10.4.5 JAPAN

10.4.5.1 Presence of major vendors, need to move to cloud-based B2B services, and business-friendly regulations to drive market

TABLE 152 JAPAN: CONTACT CENTER SOFTWARE MARKET, BY COMPONENT, 2017–2022 (USD MILLION)

TABLE 153 JAPAN: CONTACT CENTER SOFTWARE MARKET, BY COMPONENT, 2023–2028 (USD MILLION)

TABLE 154 JAPAN: CONTACT CENTER SOFTWARE MARKET, BY ORGANIZATION SIZE, 2017–2022 (USD MILLION)

TABLE 155 JAPAN: CONTACT CENTER SOFTWARE MARKET, BY ORGANIZATION SIZE, 2023–2028 (USD MILLION)

10.4.6 AUSTRALIA & NEW ZEALAND (ANZ)

10.4.6.1 Customer experience, strong service-oriented sectors, and high level of technology adoption to drive market

TABLE 156 AUSTRALIA & NEW ZEALAND: CONTACT CENTER SOFTWARE MARKET, BY COMPONENT, 2017–2022 (USD MILLION)

TABLE 157 AUSTRALIA & NEW ZEALAND: CONTACT CENTER SOFTWARE

MARKET, BY COMPONENT, 2023–2028 (USD MILLION)

TABLE 158 AUSTRALIA & NEW ZEALAND: CONTACT CENTER SOFTWARE

MARKET, BY ORGANIZATION SIZE, 2017–2022 (USD MILLION)

TABLE 159 AUSTRALIA & NEW ZEALAND: CONTACT CENTER SOFTWARE

MARKET, BY ORGANIZATION SIZE, 2023–2028 (USD MILLION)

10.4.7 REST OF ASIA PACIFIC

TABLE 160 REST OF ASIA PACIFIC: CONTACT CENTER SOFTWARE MARKET, BY COMPONENT, 2017–2022 (USD MILLION)

TABLE 161 REST OF ASIA PACIFIC: CONTACT CENTER SOFTWARE MARKET, BY COMPONENT, 2023–2028 (USD MILLION)

TABLE 162 REST OF ASIA PACIFIC: CONTACT CENTER SOFTWARE MARKET, BY ORGANIZATION SIZE, 2017–2022 (USD MILLION)

TABLE 163 REST OF ASIA PACIFIC: CONTACT CENTER SOFTWARE MARKET, BY ORGANIZATION SIZE, 2023–2028 (USD MILLION)

10.5 MIDDLE EAST & AFRICA

10.5.1 MIDDLE EAST & AFRICA: CONTACT CENTER SOFTWARE MARKET DRIVERS

10.5.2 MIDDLE EAST & AFRICA: RECESSION IMPACT

10.5.3 MIDDLE EAST & AFRICA: REGULATORY LANDSCAPE

10.5.3.1 Personal Data Protection Law (PDPL)

10.5.3.2 Cloud Computing Regulatory Framework

TABLE 164 MIDDLE EAST & AFRICA: CONTACT CENTER SOFTWARE MARKET, BY COMPONENT, 2017–2022 (USD MILLION)

TABLE 165 MIDDLE EAST & AFRICA: CONTACT CENTER SOFTWARE MARKET, BY COMPONENT, 2023–2028 (USD MILLION)

TABLE 166 MIDDLE EAST & AFRICA: CONTACT CENTER SOFTWARE MARKET, BY SOLUTION, 2017–2022 (USD MILLION)

TABLE 167 MIDDLE EAST & AFRICA: CONTACT CENTER SOFTWARE MARKET, BY SOLUTION, 2023–2028 (USD MILLION)

TABLE 168 MIDDLE EAST & AFRICA: CONTACT CENTER SOFTWARE MARKET, BY SERVICE, 2017–2022 (USD MILLION)

TABLE 169 MIDDLE EAST & AFRICA: CONTACT CENTER SOFTWARE MARKET, BY SERVICE, 2023–2028 (USD MILLION)

TABLE 170 MIDDLE EAST & AFRICA: CONTACT CENTER SOFTWARE MARKET, BY DEPLOYMENT MODE, 2017–2022 (USD MILLION)

TABLE 171 MIDDLE EAST & AFRICA: CONTACT CENTER SOFTWARE MARKET, BY DEPLOYMENT MODE, 2023–2028 (USD MILLION)

TABLE 172 MIDDLE EAST & AFRICA: CONTACT CENTER SOFTWARE MARKET, BY ORGANIZATION SIZE, 2017–2022 (USD MILLION)

TABLE 173 MIDDLE EAST & AFRICA: CONTACT CENTER SOFTWARE MARKET, BY ORGANIZATION SIZE, 2023–2028 (USD MILLION)

TABLE 174 MIDDLE EAST & AFRICA: CONTACT CENTER SOFTWARE MARKET, BY VERTICAL, 2017–2022 (USD MILLION)

TABLE 175 MIDDLE EAST & AFRICA: CONTACT CENTER SOFTWARE MARKET, BY VERTICAL, 2023–2028 (USD MILLION)

TABLE 176 MIDDLE EAST & AFRICA: CONTACT CENTER SOFTWARE MARKET, BY COUNTRY, 2017–2022 (USD MILLION)

TABLE 177 MIDDLE EAST & AFRICA: CONTACT CENTER SOFTWARE MARKET, BY COUNTRY, 2023–2028 (USD MILLION)

10.5.4 KSA

10.5.4.1 Initiatives such as Vision 2030 and the National Transformation Program to drive market

TABLE 178 KSA: CONTACT CENTER SOFTWARE MARKET, BY COMPONENT, 2017–2022 (USD MILLION)

TABLE 179 KSA: CONTACT CENTER SOFTWARE MARKET, BY COMPONENT, 2023–2028 (USD MILLION)

TABLE 180 KSA: CONTACT CENTER SOFTWARE MARKET, BY ORGANIZATION SIZE, 2017–2022 (USD MILLION)

TABLE 181 KSA: CONTACT CENTER SOFTWARE MARKET, BY ORGANIZATION SIZE, 2023–2028 (USD MILLION)

10.5.5 UAE

10.5.5.1 Rising need for omnichannel communication and workforce management to fuel demand for contact center software

TABLE 182 UAE: CONTACT CENTER SOFTWARE MARKET, BY COMPONENT, 2017–2022 (USD MILLION)

TABLE 183 UAE: CONTACT CENTER SOFTWARE MARKET, BY COMPONENT, 2023–2028 (USD MILLION)

TABLE 184 UAE: CONTACT CENTER SOFTWARE MARKET, BY ORGANIZATION SIZE, 2017–2022 (USD MILLION)

TABLE 185 UAE: CONTACT CENTER SOFTWARE MARKET, BY ORGANIZATION SIZE, 2023–2028 (USD MILLION)

10.5.6 REST OF MIDDLE EAST & AFRICA

TABLE 186 REST OF MIDDLE EAST & AFRICA: CONTACT CENTER SOFTWARE MARKET, BY COMPONENT, 2017–2022 (USD MILLION)

TABLE 187 REST OF MIDDLE EAST & AFRICA: CONTACT CENTER SOFTWARE MARKET, BY COMPONENT, 2023–2028 (USD MILLION)

TABLE 188 REST OF MIDDLE EAST & AFRICA: CONTACT CENTER SOFTWARE MARKET, BY ORGANIZATION SIZE, 2017–2022 (USD MILLION)

TABLE 189 REST OF MIDDLE EAST & AFRICA: CONTACT CENTER SOFTWARE MARKET, BY ORGANIZATION SIZE, 2023–2028 (USD MILLION)**10.6 LATIN AMERICA****10.6.1 LATIN AMERICA: CONTACT CENTER SOFTWARE MARKET DRIVERS****10.6.2 LATIN AMERICA: RECESSION IMPACT****10.6.3 LATIN AMERICA: REGULATORY LANDSCAPE****10.6.3.1 FEDERAL LAW ON PROTECTION OF PERSONAL DATA HELD BY INDIVIDUALS****TABLE 190 LATIN AMERICA: CONTACT CENTER SOFTWARE MARKET, BY COMPONENT, 2017–2022 (USD MILLION)****TABLE 191 LATIN AMERICA: CONTACT CENTER SOFTWARE MARKET, BY COMPONENT, 2023–2028 (USD MILLION)****TABLE 192 LATIN AMERICA: CONTACT CENTER SOFTWARE MARKET, BY SOLUTION, 2017–2022 (USD MILLION)****TABLE 193 LATIN AMERICA: CONTACT CENTER SOFTWARE MARKET, BY SOLUTION, 2023–2028 (USD MILLION)****TABLE 194 LATIN AMERICA: CONTACT CENTER SOFTWARE MARKET, BY SERVICE, 2017–2022 (USD MILLION)****TABLE 195 LATIN AMERICA: CONTACT CENTER SOFTWARE MARKET, BY SERVICE, 2023–2028 (USD MILLION)****TABLE 196 LATIN AMERICA: CONTACT CENTER SOFTWARE MARKET, BY DEPLOYMENT MODE, 2017–2022 (USD MILLION)****TABLE 197 LATIN AMERICA: CONTACT CENTER SOFTWARE MARKET, BY DEPLOYMENT MODE, 2023–2028 (USD MILLION)****TABLE 198 LATIN AMERICA: CONTACT CENTER SOFTWARE MARKET, BY ORGANIZATION SIZE, 2017–2022 (USD MILLION)****TABLE 199 LATIN AMERICA: CONTACT CENTER SOFTWARE MARKET, BY ORGANIZATION SIZE, 2023–2028 (USD MILLION)****TABLE 200 LATIN AMERICA: CONTACT CENTER SOFTWARE MARKET, BY VERTICAL, 2017–2022 (USD MILLION)****TABLE 201 LATIN AMERICA: CONTACT CENTER SOFTWARE MARKET, BY VERTICAL, 2023–2028 (USD MILLION)****TABLE 202 LATIN AMERICA: CONTACT CENTER SOFTWARE MARKET, BY COUNTRY, 2017–2022 (USD MILLION)****TABLE 203 LATIN AMERICA: CONTACT CENTER SOFTWARE MARKET, BY COUNTRY, 2023–2028 (USD MILLION)****10.6.4 BRAZIL****10.6.4.1 Shift toward cloud-based contact center solutions for flexibility and cost-effectiveness to accelerate market**

TABLE 204 BRAZIL: CONTACT CENTER SOFTWARE MARKET, BY COMPONENT, 2017–2022 (USD MILLION)

TABLE 205 BRAZIL: CONTACT CENTER SOFTWARE MARKET, BY COMPONENT, 2023–2028 (USD MILLION)

TABLE 206 BRAZIL: CONTACT CENTER SOFTWARE MARKET, BY ORGANIZATION SIZE, 2017–2022 (USD MILLION)

TABLE 207 BRAZIL: CONTACT CENTER SOFTWARE MARKET, BY ORGANIZATION SIZE, 2023–2028 (USD MILLION)

10.6.5 MEXICO

10.6.5.1 Government initiatives to attract foreign investment, digital advancement, and technical expertise to drive market

TABLE 208 MEXICO: CONTACT CENTER SOFTWARE MARKET, BY COMPONENT, 2017–2022 (USD MILLION)

TABLE 209 MEXICO: CONTACT CENTER SOFTWARE MARKET, BY COMPONENT, 2023–2028 (USD MILLION)

TABLE 210 MEXICO: CONTACT CENTER SOFTWARE MARKET, BY ORGANIZATION SIZE, 2017–2022 (USD MILLION)

TABLE 211 MEXICO: CONTACT CENTER SOFTWARE MARKET, BY ORGANIZATION SIZE, 2023–2028 (USD MILLION)

10.6.6 REST OF LATIN AMERICA

TABLE 212 REST OF LATIN AMERICA: CONTACT CENTER SOFTWARE MARKET, BY COMPONENT, 2017–2022 (USD MILLION)

TABLE 213 REST OF LATIN AMERICA: CONTACT CENTER SOFTWARE MARKET, BY COMPONENT, 2023–2028 (USD MILLION)

TABLE 214 REST OF LATIN AMERICA: CONTACT CENTER SOFTWARE MARKET, BY ORGANIZATION SIZE, 2017–2022 (USD MILLION)

TABLE 215 REST OF LATIN AMERICA: CONTACT CENTER SOFTWARE MARKET, BY ORGANIZATION SIZE, 2023–2028 (USD MILLION)

11 COMPETITIVE LANDSCAPE

11.1 OVERVIEW

11.2 STRATEGIES ADOPTED BY KEY PLAYERS

11.3 HISTORICAL REVENUE ANALYSIS

FIGURE 43 HISTORICAL FIVE-YEAR SEGMENTAL REVENUE ANALYSIS OF KEY CONTACT CENTER SOFTWARE PROVIDERS

11.4 MARKET SHARE ANALYSIS

FIGURE 44 MARKET SHARE ANALYSIS

TABLE 216 CONTACT CENTER SOFTWARE MARKET: DEGREE OF COMPETITION

11.5 MARKET RANKING OF KEY PLAYERS

FIGURE 45 MARKET RANKING OF KEY CONTACT CENTER SOFTWARE PLAYERS, 2023

11.6 GLOBAL SNAPSHOT OF KEY MARKET PARTICIPANTS

FIGURE 46 CONTACT CENTER SOFTWARE MARKET: GLOBAL SNAPSHOT OF KEY MARKET PARTICIPANTS, 2023

11.7 COMPETITIVE BENCHMARKING FOR KEY PLAYERS

11.7.1 EVALUATION CRITERIA FOR KEY COMPANIES

TABLE 217 COMPANY REGIONAL FOOTPRINT

TABLE 218 COMPANY COMPONENT FOOTPRINT

TABLE 219 COMPANY VERTICAL FOOTPRINT

11.8 EVALUATION MATRIX FOR KEY PLAYERS, 2023

11.8.1 DEFINITIONS AND METHODOLOGY

FIGURE 47 EVALUATION MATRIX FOR KEY PLAYERS: CRITERIA WEIGHTAGE

FIGURE 48 EVALUATION MATRIX FOR KEY PLAYERS, 2023

11.8.2 STARS

11.8.3 EMERGING LEADERS

11.8.4 PERVASIVE PLAYERS

11.8.5 PARTICIPANTS

11.9 EVALUATION MATRIX FOR STARTUPS/SMES, 2023

11.9.1 DEFINITIONS AND METHODOLOGY

FIGURE 49 EVALUATION MATRIX FOR SMES/STARTUPS: CRITERIA WEIGHTAGE

FIGURE 50 EVALUATION MATRIX FOR STARTUPS/SMES, 2023

11.9.2 PROGRESSIVE COMPANIES

11.9.3 RESPONSIVE COMPANIES

11.9.4 DYNAMIC COMPANIES

11.9.5 STARTING BLOCKS

11.10 COMPETITIVE BENCHMARKING FOR STARTUPS/SMES

11.10.1 EVALUATION CRITERIA FOR STARTUPS/SMES

TABLE 220 DETAILED LIST OF KEY STARTUPS/SMES

TABLE 221 COMPANY REGIONAL FOOTPRINT

TABLE 222 COMPANY COMPONENT FOOTPRINT

TABLE 223 COMPANY VERTICAL FOOTPRINT

11.11 VALUATION AND FINANCIAL METRICS OF CONTACT CENTER SOFTWARE VENDORS

FIGURE 51 COMPANY FINANCIAL METRICS

11.12 COMPETITIVE SCENARIO

11.12.1 PRODUCT LAUNCHES AND ENHANCEMENTS

TABLE 224 CONTACT CENTER SOFTWARE MARKET: PRODUCT LAUNCHES AND

ENHANCEMENTS

11.12.2 DEALS

TABLE 225 CONTACT CENTER SOFTWARE MARKET: DEALS

12 COMPANY PROFILES

12.1 INTRODUCTION

12.2 MAJOR PLAYERS

(Business overview, Products/Solutions/Services offered, Recent developments, MnM view, Right to win, Strategic choices, and Weaknesses and competitive threats)*

12.2.1 GENESYS

TABLE 226 GENESYS: COMPANY OVERVIEW

TABLE 227 GENESYS: PRODUCTS/SOLUTIONS/SERVICES OFFERED

TABLE 228 GENESYS: PRODUCT LAUNCHES AND ENHANCEMENTS

TABLE 229 GENESYS: DEALS

12.2.2 NICE

TABLE 230 NICE: COMPANY OVERVIEW

FIGURE 52 NICE: COMPANY SNAPSHOT

TABLE 231 NICE: PRODUCTS/SOLUTIONS/SERVICES OFFERED

TABLE 232 NICE: PRODUCT LAUNCHES AND ENHANCEMENTS

TABLE 233 NICE: DEALS

12.2.3 IBM

TABLE 234 IBM: COMPANY OVERVIEW

FIGURE 53 IBM: COMPANY SNAPSHOT

TABLE 235 IBM: PRODUCTS/SOLUTIONS/SERVICES OFFERED

12.2.4 AWS

TABLE 236 AWS: COMPANY OVERVIEW

FIGURE 54 AWS: COMPANY SNAPSHOT

TABLE 237 AWS: PRODUCTS/SOLUTIONS/SERVICES OFFERED

TABLE 238 AWS: PRODUCT LAUNCHES & ENHANCEMENTS

TABLE 239 AWS: DEALS

12.2.5 FIVE9

TABLE 240 FIVE9: COMPANY OVERVIEW

FIGURE 55 FIVE9: COMPANY SNAPSHOT

TABLE 241 FIVE9: PRODUCTS/SOLUTIONS/SERVICES OFFERED

TABLE 242 FIVE9: PRODUCT LAUNCHES AND ENHANCEMENTS

TABLE 243 FIVE9: DEALS

12.2.6 TWILIO

TABLE 244 TWILIO: COMPANY OVERVIEW

FIGURE 56 TWILIO: COMPANY SNAPSHOT**TABLE 245 TWILIO: PRODUCTS/SOLUTIONS/SERVICES OFFERED****TABLE 246 TWILIO: PRODUCT LAUNCHES & ENHANCEMENTS****TABLE 247 TWILIO: DEALS****12.2.7 MITEL****TABLE 248 MITEL: COMPANY OVERVIEW****TABLE 249 MITEL: PRODUCTS/SOLUTIONS/SERVICES OFFERED****TABLE 250 MITEL: PRODUCT LAUNCHES & ENHANCEMENTS****TABLE 251 MITEL: DEALS****12.2.8 CISCO****TABLE 252 CISCO: COMPANY OVERVIEW****FIGURE 57 CISCO: COMPANY SNAPSHOT****TABLE 253 CISCO: PRODUCTS/SOLUTIONS/SERVICES OFFERED****TABLE 254 CISCO: PRODUCT LAUNCHES AND ENHANCEMENTS****TABLE 255 CISCO: DEALS****12.2.9 BT GROUP****TABLE 256 BT GROUP: COMPANY OVERVIEW****FIGURE 58 BT GROUP: COMPANY SNAPSHOT****TABLE 257 BT GROUP: PRODUCTS/SOLUTIONS/SERVICES OFFERED****TABLE 258 BT GROUP: DEALS****12.2.10 VERIZON****TABLE 259 VERIZON: COMPANY OVERVIEW****FIGURE 59 VERIZON: COMPANY SNAPSHOT****TABLE 260 VERIZON: PRODUCTS/SOLUTIONS/SERVICES OFFERED****TABLE 261 VERIZON: PRODUCT LAUNCHES AND ENHANCEMENTS****12.2.11 AVAYA****TABLE 262 AVAYA: COMPANY OVERVIEW****TABLE 263 AVAYA: PRODUCTS/SOLUTIONS/SERVICES OFFERED****TABLE 264 AVAYA: PRODUCT LAUNCHES AND ENHANCEMENTS****TABLE 265 AVAYA: DEALS****12.2.12 VONAGE****TABLE 266 VONAGE: COMPANY OVERVIEW****TABLE 267 VONAGE: PRODUCTS/SOLUTIONS/SERVICES OFFERED****TABLE 268 VONAGE: PRODUCT LAUNCHES AND ENHANCEMENTS****TABLE 269 VONAGE: DEALS****12.2.13 8X8****TABLE 270 8X8: COMPANY OVERVIEW****FIGURE 60 8X8: COMPANY SNAPSHOT****TABLE 271 8X8: PRODUCTS/SOLUTIONS/SERVICES OFFERED**

TABLE 272 8X8: PRODUCT LAUNCHES AND ENHANCEMENTS

TABLE 273 8X8: DEALS

12.2.14 TALKDESK

TABLE 274 TALKDESK: COMPANY OVERVIEW

TABLE 275 TALKDESK: PRODUCTS/SOLUTIONS/SERVICES OFFERED

TABLE 276 TALKDESK: PRODUCT LAUNCHES AND ENHANCEMENTS

TABLE 277 TALKDESK: DEALS

12.3 OTHER PLAYERS

12.3.1 ALCATEL-LUCENT ENTERPRISE

12.3.2 SINCH

12.3.3 ORACLE

12.3.4 RINGCENTRAL

12.3.5 LIFESIZE

12.3.6 CONTENT GURU

12.3.7 ALVARIA

12.3.8 ENGHOUSE INTERACTIVE

12.3.9 3CLOGIC INC

12.3.10 AMEYO

12.3.11 NEC CORPORATION

12.3.12 WEST TECHNOLOGY GROUP

12.3.13 ZTE CORPORATION

12.4 STARTUPS/SMES

12.4.1 VOCALCOM

12.4.2 EVOLVE IP

12.4.3 UJET

12.4.4 AMTELCO

12.4.5 AVOXI

12.4.6 VCC LIVE

12.4.7 GLIA TECHNOLOGIES

12.4.8 BRIGHT PATTERN

12.4.9 COMPUTERTALK

12.4.10 C-ZENTRIX

*Details on Business overview, Products/Solutions/Services offered, Recent developments, MnM view, Right to win, Strategic choices, and Weaknesses and competitive threats might not be captured in case of unlisted companies.

13 ADJACENT/RELATED MARKETS

13.1 INTRODUCTION

13.1.1 RELATED MARKETS

13.1.2 LIMITATIONS

13.2 CLOUD-BASED CONTACT CENTER MARKET

TABLE 278 CLOUD-BASED CONTACT CENTER MARKET, BY COMPONENT, 2016–2021 (USD MILLION)

TABLE 279 CLOUD-BASED CONTACT CENTER MARKET, BY COMPONENT, 2022–2027 (USD MILLION)

TABLE 280 CLOUD-BASED CONTACT CENTER MARKET, BY SOLUTION, 2016–2021 (USD MILLION)

TABLE 281 CLOUD-BASED CONTACT CENTER MARKET, BY SOLUTION, 2022–2027 (USD MILLION)

TABLE 282 SOLUTIONS: CLOUD-BASED CONTACT CENTER MARKET, BY REGION, 2016–2021 (USD MILLION)

TABLE 283 SOLUTIONS: CLOUD-BASED CONTACT CENTER MARKET, BY REGION, 2022–2027 (USD MILLION)

TABLE 284 SERVICES: CLOUD-BASED CONTACT CENTER MARKET, BY REGION, 2016–2021 (USD MILLION)

TABLE 285 SERVICES: CLOUD-BASED CONTACT CENTER MARKET, BY REGION, 2022–2027 (USD MILLION)

TABLE 286 CLOUD-BASED CONTACT CENTER MARKET, BY DEPLOYMENT MODE, 2016–2021 (USD MILLION)

TABLE 287 CLOUD-BASED CONTACT CENTER MARKET, BY DEPLOYMENT MODE, 2022–2027 (USD MILLION)

TABLE 288 CLOUD-BASED CONTACT CENTER MARKET, BY ORGANIZATION SIZE, 2016–2021 (USD MILLION)

TABLE 289 CLOUD-BASED CONTACT CENTER MARKET, BY ORGANIZATION SIZE, 2022–2027 (USD MILLION)

TABLE 290 CLOUD-BASED CONTACT CENTER MARKET, BY VERTICAL, 2016–2021 (USD MILLION)

TABLE 291 CLOUD-BASED CONTACT CENTER MARKET, BY VERTICAL, 2022–2027 (USD MILLION)

14 APPENDIX

14.1 DISCUSSION GUIDE

14.2 KNOWLEDGESTORE: MARKETSANDMARKETS' SUBSCRIPTION PORTAL

14.3 CUSTOMIZATION OPTIONS

14.4 RELATED REPORTS

14.5 AUTHOR DETAILS

I would like to order

Product name: Contact Center Software Market by Component (Solutions (Omnichannel Routing, Reporting & Analytics), Services), Organization Size, Deployment Mode, Vertical (BFSI, Telecommunications, & Retail & Consumer Goods) and Region - Global Forecast to 2028

Product link: <https://marketpublishers.com/r/CEC7232F712EN.html>

Price: US\$ 4,950.00 (Single User License / Electronic Delivery)

If you want to order Corporate License or Hard Copy, please, contact our Customer Service:

info@marketpublishers.com

Payment

To pay by Credit Card (Visa, MasterCard, American Express, PayPal), please, click button on product page <https://marketpublishers.com/r/CEC7232F712EN.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