+44 20 8123 2220
info@marketpublishers.com

Contact Center Software Market by Solution (Intelligent Virtual Assistants, Customer Collaboration, Dialers, IVR, Workforce Optimization, Reporting & Analytics), Service, Deployment Type, Organization Size, Vertical, and Region - Global Forecast to 2023

https://marketpublishers.com/r/CD920844E12EN.html
Date: July 2018
Pages: 192
Price: US$ 5,650.00 (Single User License)
ID: CD920844E12EN

Abstracts

“Seamless customer experience and automation of inbound and outbound processes are driving the contact center software market”

The contact center software market size is expected to grow from USD 17.65 billion in 2018 to USD 35.32 billion by 2023, at a Compound Annual Growth Rate (CAGR) of 14.9% during the forecast period. Enhanced customer experience through multiple channels, such as voice, video, web, and social media, and the growing adoption of cloud contact center solutions are expected to fuel the growth of contact center software market. However, the high initial investment incurred while integration of new age solutions with legacy systems may restrain the market growth.

“Consumer goods and retail vertical is expected to grow at the highest CAGR during the forecast period”

The consumer goods and retail vertical is expected to grow at the highest CAGR during the forecast period. The vertical is becoming more customer centric with its continual focus on leveraging internet technology. Consumer goods and retail companies have adopted a strategy of managing business operations globally and working locally on development of products. Contact center software enables organizations to reach customers and manage their queries through multiple touch points, such as voice, chat,

+44 20 8123 2220
info@marketpublishers.com

video, web, mobile, and social media. Furthermore, contact center software provides an opportunity to organizations to cross sell and up sell products and services to customers by facilitating effective communication through multiple channels.

“Asia Pacific is expected to grow at the highest rate during the forecast period”

Asia Pacific is expected to grow at the highest CAGR in the contact center software market by region during the forecast period. Enterprises across verticals are adopting contact center solutions to provide customers with enhanced experience. Additionally, contact center software enables organizations to automate processes, thereby helping organizations to improve productivity of contact center agents. Large presence of SMEs in this region augments the adoption of relatively low-cost cloud-based contact center for varied business needs. The region has a large potential for generation of significant revenue as organizations are looking forward to strengthen brand presence and loyalty by reaching customers through multiple channels including voice, video, web, mobile, applications, and social media. Furthermore, rapid advancements in mobility and cloud adoption in the region is expected to provide growth opportunities for vendors in the contact center software market.

Breakdown of profile of primaries

By Company: Tier 1 – 32%, Tier 2 – 44%, and Tier 3 – 24%

By Designation: C-level – 71%, Director level – 20%, and Manager level – 9%

By Region: North America – 55%, Europe – 20%, APAC – 15%, Latin America – 6%, and MEA – 4%

The contact center software market ecosystem comprises major vendors, such as 3CLogic (US), 8x8 (US), Alcatel-Lucent Enterprise (France), Ameyo (Drishti-Soft; India), Aspect Software (US), Avaya (US), BT (England), Cisco (US), Enghouse Interactive (US), Fenero (US), Five9 (US), Genesys (US), Huawei (China), IBM (US), Mitel (Canada), NEC (Japan), NICE (Israel), Oracle (US), RingCentral (US), SAP (Germany), Solgari (Ireland), Unify (Germany), Verizon (US), Vocalcom (France), West Corporation (US), Zendesk (US), and ZTE (China).

Research Coverage

+44 20 8123 2220
info@marketpublishers.com

The report includes in-depth competitive analysis of these key players in the contact center software market, with their company profiles, the strength of product portfolios, recent developments, and key market strategies. The research report segments the contact center software market by component (solutions and services), deployment type, organization size, vertical, and region.

Reasons to Buy the Report

The report on the global contact center software market would help leaders/new entrants in the market in the following ways:

1. The report segments the contact center software market comprehensively and provides the closest approximations of the revenue numbers for the overall market and the subsegments. The market numbers are further split across various industries and regions.
2. The report helps the stakeholders to understand the pulse of the market and provides them information on key market drivers, restraints, challenges, and opportunities.
3. This report helps stakeholders in better understanding the competitors and gaining more insights to better position their businesses. There is a separate section on competitive landscape, including competitor ecosystem, and mergers and acquisitions. Besides, there are company profiles of 27 players offering services in this market. The section provides market internals that can put stakeholders ahead of their competitors.

+44 20 8123 2220
info@marketpublishers.com

Contents

1 INTRODUCTION

1.1 OBJECTIVES OF THE STUDY
1.2 MARKET DEFINITION
1.3 MARKET SCOPE
1.4 YEARS CONSIDERED FOR THE STUDY
1.5 CURRENCY
1.6 STAKEHOLDERS

2 RESEARCH METHODOLOGY

2.1 RESEARCH DATA
  2.1.1 SECONDARY DATA
  2.1.2 PRIMARY DATA
    2.1.2.1 Breakdown of primaries
    2.1.2.2 Key industry insights
2.2 MARKET SIZE ESTIMATION
2.3 RESEARCH ASSUMPTIONS AND LIMITATIONS
2.4 LIMITATIONS

3 EXECUTIVE SUMMARY

4 PREMIUM INSIGHTS

4.1 ATTRACTIVE MARKET OPPORTUNITIES IN THE CONTACT CENTER SOFTWARE MARKET
4.2 CONTACT CENTER SOFTWARE MARKET, BY COMPONENT
4.3 CONTACT CENTER SOFTWARE MARKET, BY SOFTWARE
4.4 CONTACT CENTER SOFTWARE MARKET, BY SERVICE
4.5 CONTACT CENTER SOFTWARE MARKET, BY DEPLOYMENT TYPE
4.6 CONTACT CENTER SOFTWARE MARKET, BY ORGANIZATION SIZE
4.7 CONTACT CENTER SOFTWARE MARKET, BY VERTICAL AND REGION

5 MARKET OVERVIEW AND INDUSTRY TRENDS

5.1 INTRODUCTION
5.2 MARKET DYNAMICS

+44 20 8123 2220
info@marketpublishers.com

5.2.1 DRIVERS
5.2.1.1 Rise in omnichannel communication
5.2.1.2 Growing need to cater to dynamic customer requirements
5.2.2 RESTRAINTS
5.2.2.1 Difficult to integrate with legacy systems
5.2.3 OPPORTUNITIES
5.2.3.1 Rise in the use of social media by customers
5.2.3.2 Advancements in technologies such as artificial intelligence and analytics
5.2.4 CHALLENGES
5.2.4.1 Need to redesign contact center business processes to be compliant with new data laws and regulations
5.2.4.2 Constant need to train contact center employees due to high attrition rate
5.3 INDUSTRY TRENDS
5.3.1 USE CASES
5.3.1.1 Use case #1
5.3.1.2 Use case #2

6 CONTACT CENTER SOFTWARE MARKET, BY COMPONENT

6.1 INTRODUCTION
6.2 SOFTWARE
6.2.1 INTELLIGENT CALL ROUTING
6.2.2 WORKFORCE OPTIMIZATION
6.2.3 REPORTING AND ANALYTICS
6.2.4 INTELLIGENT VIRTUAL ASSISTANTS
6.2.5 SECURITY
6.2.5.1 Fraud management
6.2.5.2 Network security
6.2.5.3 Others
6.2.6 DIALER
6.2.6.1 Preview dialer
6.2.6.2 Progressive dialer
6.2.6.3 Predictive dialer
6.2.7 CUSTOMER COLLABORATION
6.2.8 AUTOMATIC CALL DISTRIBUTION
6.2.9 COMPUTER TELEPHONY INTEGRATION
6.2.10 CALL RECORDING
6.2.11 INTERACTIVE VOICE RESPONSE
6.2.12 OTHERS

+44 20 8123 2220
info@marketpublishers.com

6.3 SERVICES
6.3.1 PROFESSIONAL SERVICES
6.3.1.1 Integration and implementation
6.3.1.2 Consulting
6.3.1.3 Training and support
6.3.2 MANAGED SERVICES

7 CONTACT CENTER SOFTWARE MARKET, BY DEPLOYMENT TYPE

7.1 INTRODUCTION
7.2 CLOUD
7.3 ON-PREMISES

8 CONTACT CENTER SOFTWARE MARKET, BY ORGANIZATION SIZE

8.1 INTRODUCTION
8.2 LARGE ENTERPRISES
8.3 SMALL AND MEDIUM-SIZED ENTERPRISES

9 CONTACT CENTER SOFTWARE MARKET, BY VERTICAL

9.1 INTRODUCTION
9.2 BANKING, FINANCIAL SERVICES, AND INSURANCE
9.3 CONSUMER GOODS AND RETAIL
9.4 HEALTHCARE
9.5 IT AND TELECOM
9.6 GOVERNMENT
9.7 TRAVEL AND HOSPITALITY
9.8 MEDIA AND ENTERTAINMENT
9.9 OTHERS

10 CONTACT CENTER SOFTWARE MARKET, BY REGION

10.1 INTRODUCTION
10.2 NORTH AMERICA
10.2.1 UNITED STATES
10.2.2 CANADA
10.3 EUROPE
10.3.1 UNITED KINGDOM

+44 20 8123 2220
info@marketpublishers.com

10.3.2 GERMANY
10.3.3 FRANCE
10.3.4 REST OF EUROPE
10.4 ASIA PACIFIC
10.4.1 CHINA
10.4.2 JAPAN
10.4.3 AUSTRALIA AND NEW ZEALAND
10.4.4 REST OF ASIA PACIFIC
10.5 MIDDLE EAST AND AFRICA
10.5.1 KINGDOM OF SAUDI ARABIA
10.5.2 UNITED ARAB EMIRATES
10.5.3 SOUTH AFRICA
10.5.4 REST OF MIDDLE EAST AND AFRICA
10.6 LATIN AMERICA
10.6.1 BRAZIL
10.6.2 MEXICO
10.6.3 REST OF LATIN AMERICA

11 COMPETITIVE LANDSCAPE

11.1 OVERVIEW
11.2 COMPETITIVE SCENARIO
11.2.1 NEW PRODUCT LAUNCHES/SERVICE LAUNCHES/UPGRADATIONS
11.2.2 MERGERS AND ACQUISITIONS
11.2.3 BUSINESS EXPANSIONS
11.2.4 PARTNERSHIPS, AGREEMENTS, AND COLLABORATIONS

12 COMPANY PROFILES

(Business Overview, Solutions Offered, Recent Developments, and MNM View)*

12.1 INTRODUCTION
12.2 3CLOGIC
12.3 8X8
12.4 ALCATEL-LUCENT ENTERPRISE
12.5 AMEYO (DRISHTI-SOFT)
12.6 ASPECT SOFTWARE
12.7 AVAYA
12.8 BT

+44 20 8123 2220
info@marketpublishers.com

12.9 CISCO
12.10 ENGHOUSE INTERACTIVE
12.11 FIVE9
12.12 GENESYS
12.13 HUAWEI TECHNOLOGIES
12.14 IBM
12.15 MITEL
12.16 NEC
12.17 NICE
12.18 ORACLE
12.19 RING CENTRAL
12.20 SAP
12.21 UNIFY
12.22 VERIZON
12.23 VOCALCOM
12.24 WEST CORPORATION
12.25 ZENDESK
12.26 ZTE

*Details on Business Overview, Solutions Offered, Recent Developments, and MNM View might not be captured in case of unlisted companies.

12.27 KEY INNOVATORS
  12.27.1 FENERO
  12.27.2 SOLGARI
  12.27.3 TOPDOWN

13 APPENDIX

13.1 KEY INDUSTRY INSIGHTS
13.2 DISCUSSION GUIDE
13.3 KNOWLEDGE STORE: MARKETSANDMARKETS’ SUBSCRIPTION PORTAL
13.4 AVAILABLE CUSTOMIZATIONS
13.5 RELATED REPORTS
13.6 AUTHOR DETAILS

+44 20 8123 2220
info@marketpublishers.com

List Of Tables

LIST OF TABLES

Table 1 CONTACT CENTER SOFTWARE MARKET: ASSUMPTIONS
Table 2 CONTACT CENTER SOFTWARE MARKET SIZE, BY COMPONENT, 2016–2023 (USD MILLION)
Table 3 SOFTWARE: CONTACT CENTER SOFTWARE MARKET SIZE, BY TYPE, 2016–2023 (USD MILLION)
Table 4 SOFTWARE: CONTACT CENTER SOFTWARE MARKET SIZE, BY REGION, 2016–2023 (USD MILLION)
Table 5 INTELLIGENT CALL ROUTING MARKET SIZE, BY REGION, 2016–2023 (USD MILLION)
Table 6 WORKFORCE OPTIMIZATION MARKET SIZE, BY REGION, 2016–2023 (USD MILLION)
Table 7 REPORTING AND ANALYTICS MARKET SIZE, BY REGION, 2016–2023 (USD MILLION)
Table 8 INTELLIGENT VIRTUAL ASSISTANTS MARKET SIZE, BY REGION, 2016–2023 (USD MILLION)
Table 9 SECURITY MARKET SIZE, BY REGION, 2016–2023 (USD MILLION)
Table 10 FRAUD MANAGEMENT MARKET SIZE, BY REGION, 2016–2023 (USD MILLION)
Table 11 NETWORK SECURITY MARKET SIZE, BY REGION, 2016–2023 (USD MILLION)
Table 12 OTHERS MARKET SIZE, BY REGION, 2016–2023 (USD MILLION)
Table 13 DIALER MARKET SIZE, BY REGION, 2016–2023 (USD MILLION)
Table 14 PREVIEW DIALER MARKET SIZE, BY REGION, 2016–2023 (USD MILLION)
Table 15 PROGRESSIVE DIALER MARKET SIZE, BY REGION, 2016–2023 (USD MILLION)
Table 16 PREDICTIVE DIALER MARKET SIZE, BY REGION, 2016–2023 (USD MILLION)
Table 17 CUSTOMER COLLABORATION MARKET SIZE, BY REGION, 2016–2023 (USD MILLION)
Table 18 AUTOMATIC CALL DISTRIBUTION MARKET SIZE, BY REGION, 2016–2023 (USD MILLION)
Table 19 COMPUTER TELEPHONY INTEGRATION MARKET SIZE, BY REGION, 2016–2023 (USD MILLION)
Table 20 CALL RECORDING MARKET SIZE, BY REGION, 2016–2023 (USD MILLION)
Table 21 INTERACTIVE VOICE RESPONSE MARKET SIZE, BY REGION, 2016–2023

+44 20 8123 2220
info@marketpublishers.com

(USD MILLION)
Table 22 OTHER SOFTWARE MARKET SIZE, BY REGION, 2016–2023 (USD MILLION)
Table 23 SERVICES: CONTACT CENTER SOFTWARE MARKET SIZE, BY TYPE, 2016–2023 (USD MILLION)
Table 24 SERVICES: CONTACT CENTER SOFTWARE MARKET SIZE, BY REGION, 2016–2023 (USD MILLION)
Table 25 PROFESSIONAL SERVICES MARKET SIZE, BY TYPE, 2016–2023 (USD MILLION)
Table 26 PROFESSIONAL SERVICES MARKET SIZE, BY REGION, 2016–2023 (USD MILLION)
Table 27 INTEGRATION AND IMPLEMENTATION MARKET SIZE, BY REGION, 2016–2023 (USD MILLION)
Table 28 CONSULTING MARKET SIZE, BY REGION, 2016–2023 (USD MILLION)
Table 29 TRAINING AND SUPPORT MARKET SIZE, BY REGION, 2016–2023 (USD MILLION)
Table 30 MANAGED SERVICES MARKET SIZE, BY REGION, 2016–2023 (USD MILLION)
Table 31 CONTACT CENTER SOFTWARE MARKET SIZE, BY DEPLOYMENT TYPE, 2016–2023 (USD MILLION)
Table 32 CLOUD MARKET SIZE, BY REGION 2016–2023 (USD MILLION)
Table 33 ON-PREMISES MARKET SIZE, BY REGION, 2016–2023 (USD MILLION)
Table 34 CONTACT CENTER SOFTWARE MARKET SIZE, BY ORGANIZATION SIZE, 2016–2023 (USD MILLION)
Table 35 LARGE ENTERPRISES MARKET SIZE, BY REGION, 2016–2023 (USD MILLION)
Table 36 SMALL AND MEDIUM-SIZED ENTERPRISES MARKET SIZE, BY REGION, 2016–2023 (USD MILLION)
Table 37 CONTACT CENTER SOFTWARE MARKET SIZE, BY VERTICAL, 2016–2023 (USD MILLION)
Table 38 BANKING, FINANCIAL SERVICES, AND INSURANCE: CONTACT CENTER SOFTWARE MARKET SIZE, BY REGION, 2016–2023 (USD MILLION)
Table 39 CONSUMER GOODS AND RETAIL: CONTACT CENTER SOFTWARE MARKET SIZE, BY REGION, 2016–2023 (USD MILLION)
Table 40 HEALTHCARE: CONTACT CENTER SOFTWARE MARKET SIZE, BY REGION, 2016–2023 (USD MILLION)
Table 41 IT AND TELECOM: CONTACT CENTER SOFTWARE MARKET SIZE, BY REGION, 2016–2023 (USD MILLION)
Table 42 GOVERNMENT: CONTACT CENTER SOFTWARE MARKET SIZE, BY

+44 20 8123 2220
info@marketpublishers.com

REGION, 2016–2023 (USD MILLION)
Table 43 TRAVEL AND HOSPITALITY: CONTACT CENTER SOFTWARE MARKET SIZE, BY REGION, 2016–2023 (USD MILLION)
Table 44 MEDIA AND ENTERTAINMENT: CONTACT CENTER SOFTWARE MARKET SIZE, BY REGION, 2016–2023 (USD MILLION)
Table 45 OTHERS: CONTACT CENTER SOFTWARE MARKET SIZE, BY REGION, 2016–2023 (USD MILLION)
Table 46 CONTACT CENTER SOFTWARE MARKET SIZE, BY REGION, 2016–2023 (USD MILLION)
Table 47 NORTH AMERICA: CONTACT CENTER SOFTWARE MARKET SIZE, BY COUNTRY, 2016–2023 (USD MILLION)
Table 48 NORTH AMERICA: CONTACT CENTER SOFTWARE MARKET SIZE, BY COMPONENT, 2016–2023 (USD MILLION)
Table 49 NORTH AMERICA: CONTACT CENTER SOFTWARE MARKET SIZE, BY SOFTWARE, 2016–2023 (USD MILLION)
Table 50 NORTH AMERICA: CONTACT CENTER SOFTWARE MARKET SIZE, BY DIALER TYPE, 2016–2023 (USD MILLION)
Table 51 NORTH AMERICA: CONTACT CENTER SOFTWARE MARKET SIZE, BY SECURITY TYPE, 2016–2023 (USD MILLION)
Table 52 NORTH AMERICA: CONTACT CENTER SOFTWARE MARKET SIZE, BY SERVICE, 2016–2023 (USD MILLION)
Table 53 NORTH AMERICA: CONTACT CENTER SOFTWARE MARKET SIZE, BY PROFESSIONAL SERVICE, 2016–2023 (USD MILLION)
Table 54 NORTH AMERICA: CONTACT CENTER SOFTWARE MARKET SIZE, BY DEPLOYMENT TYPE, 2016–2023 (USD MILLION)
Table 55 NORTH AMERICA: CONTACT CENTER SOFTWARE MARKET SIZE, BY ORGANIZATION SIZE, 2016–2023 (USD MILLION)
Table 56 NORTH AMERICA: CONTACT CENTER SOFTWARE MARKET SIZE, BY VERTICAL, 2016–2023 (USD MILLION)
Table 57 EUROPE: CONTACT CENTER SOFTWARE MARKET SIZE, BY COUNTRY, 2016–2023 (USD MILLION)
Table 58 EUROPE: CONTACT CENTER SOFTWARE MARKET SIZE, BY COMPONENT, 2016–2023 (USD MILLION)
Table 59 EUROPE: CONTACT CENTER SOFTWARE MARKET SIZE, BY SOFTWARE, 2016–2023 (USD MILLION)
Table 60 EUROPE: CONTACT CENTER SOFTWARE MARKET SIZE, BY DIALER TYPE, 2016–2023 (USD MILLION)
Table 61 EUROPE: CONTACT CENTER SOFTWARE MARKET SIZE, BY SECURITY TYPE, 2016–2023 (USD MILLION)

+44 20 8123 2220
info@marketpublishers.com

Table 62 EUROPE: CONTACT CENTER SOFTWARE MARKET SIZE, BY SERVICE, 2016–2023 (USD MILLION)
Table 63 EUROPE: CONTACT CENTER SOFTWARE MARKET SIZE, BY PROFESSIONAL SERVICE, 2016–2023 (USD MILLION)
Table 64 EUROPE: CONTACT CENTER SOFTWARE MARKET SIZE, BY DEPLOYMENT TYPE, 2016–2023 (USD MILLION)
Table 65 EUROPE: CONTACT CENTER SOFTWARE MARKET SIZE, BY ORGANIZATION SIZE, 2016–2023 (USD MILLION)
Table 66 EUROPE: CONTACT CENTER SOFTWARE MARKET SIZE, BY VERTICAL, 2016–2023 (USD MILLION)
Table 67 ASIA PACIFIC: CONTACT CENTER SOFTWARE MARKET SIZE, BY COUNTRY, 2016–2023 (USD MILLION)
Table 68 ASIA PACIFIC: CONTACT CENTER SOFTWARE MARKET SIZE, BY COMPONENT, 2016–2023 (USD MILLION)
Table 69 ASIA PACIFIC: CONTACT CENTER SOFTWARE MARKET SIZE, BY SOFTWARE, 2016–2023 (USD MILLION)
Table 70 ASIA PACIFIC: CONTACT CENTER SOFTWARE MARKET SIZE, BY DIALER TYPE, 2016–2023 (USD MILLION)
Table 71 ASIA PACIFIC: CONTACT CENTER SOFTWARE MARKET SIZE, BY SECURITY TYPE, 2016–2023 (USD MILLION)
Table 72 ASIA PACIFIC: CONTACT CENTER SOFTWARE MARKET SIZE, BY SERVICE, 2016–2023 (USD MILLION)
Table 73 ASIA PACIFIC: CONTACT CENTER SOFTWARE MARKET SIZE, BY PROFESSIONAL SERVICE, 2016–2023 (USD MILLION)
Table 74 ASIA PACIFIC: CONTACT CENTER SOFTWARE MARKET SIZE, BY DEPLOYMENT TYPE, 2016–2023 (USD MILLION)
Table 75 ASIA PACIFIC: CONTACT CENTER SOFTWARE MARKET SIZE, BY ORGANIZATION SIZE, 2016–2023 (USD MILLION)
Table 76 ASIA PACIFIC: CONTACT CENTER SOFTWARE MARKET SIZE, BY VERTICAL, 2016–2023 (USD MILLION)
Table 77 MIDDLE EAST AND AFRICA: CONTACT CENTER SOFTWARE MARKET SIZE, BY COUNTRY, 2016–2023 (USD MILLION)
Table 78 MIDDLE EAST AND AFRICA: CONTACT CENTER SOFTWARE MARKET SIZE, BY COMPONENT, 2016–2023 (USD MILLION)
Table 79 MIDDLE EAST AND AFRICA: CONTACT CENTER SOFTWARE MARKET SIZE, BY SOFTWARE, 2016–2023 (USD MILLION)
Table 80 MIDDLE EAST AND AFRICA: CONTACT CENTER SOFTWARE MARKET SIZE, BY DIALER TYPE, 2016–2023 (USD MILLION)
Table 81 MIDDLE EAST AND AFRICA: CONTACT CENTER SOFTWARE MARKET

+44 20 8123 2220
info@marketpublishers.com

SIZE, BY SECURITY TYPE, 2016–2023 (USD MILLION)
Table 82 MIDDLE EAST AND AFRICA: CONTACT CENTER SOFTWARE MARKET SIZE, BY SERVICE, 2016–2023 (USD MILLION)
Table 83 MIDDLE EAST AND AFRICA: CONTACT CENTER SOFTWARE MARKET SIZE, BY PROFESSIONAL SERVICE, 2016–2023 (USD MILLION)
Table 84 MIDDLE EAST AND AFRICA: CONTACT CENTER SOFTWARE MARKET SIZE, BY DEPLOYMENT TYPE, 2016–2023 (USD MILLION)
Table 85 MIDDLE EAST AND AFRICA: CONTACT CENTER SOFTWARE MARKET SIZE, BY ORGANIZATION SIZE, 2016–2023 (USD MILLION)
Table 86 MIDDLE EAST AND AFRICA: CONTACT CENTER SOFTWARE MARKET SIZE, BY VERTICAL, 2016–2023 (USD MILLION)
Table 87 LATIN AMERICA: CONTACT CENTER SOFTWARE MARKET SIZE, BY COUNTRY, 2016–2023 (USD MILLION)
Table 88 LATIN AMERICA: CONTACT CENTER SOFTWARE MARKET SIZE, BY COMPONENT, 2016–2023 (USD MILLION)
Table 89 LATIN AMERICA: CONTACT CENTER SOFTWARE MARKET SIZE, BY SOFTWARE, 2016–2023 (USD MILLION)
Table 90 LATIN AMERICA: CONTACT CENTER SOFTWARE MARKET SIZE, BY DIALER TYPE, 2016–2023 (USD MILLION)
Table 91 LATIN AMERICA: CONTACT CENTER SOFTWARE MARKET SIZE, BY SECURITY TYPE, 2016–2023 (USD MILLION)
Table 92 LATIN AMERICA: CONTACT CENTER SOFTWARE MARKET SIZE, BY SERVICE, 2016–2023 (USD MILLION)
Table 93 LATIN AMERICA: CONTACT CENTER SOFTWARE MARKET SIZE, BY PROFESSIONAL SERVICE, 2016–2023 (USD MILLION)
Table 94 LATIN AMERICA: CONTACT CENTER SOFTWARE MARKET SIZE, BY DEPLOYMENT TYPE, 2016–2023 (USD MILLION)
Table 95 LATIN AMERICA: CONTACT CENTER SOFTWARE MARKET SIZE, BY ORGANIZATION SIZE, 2016–2023 (USD MILLION)
Table 96 LATIN AMERICA: CONTACT CENTER SOFTWARE MARKET SIZE, BY VERTICAL, 2016–2023 (USD MILLION)
Table 97 NEW PRODUCT LAUNCHES/SERVICE LAUNCHES/UPGRADATIONS, 2018
Table 98 MERGERS AND ACQUISITIONS, 2016–2018
Table 99 BUSINESS EXPANSIONS, 2015–2018
Table 100 PARTNERSHIPS, AGREEMENTS, AND COLLABORATIONS, 2017–2018

+44 20 8123 2220
info@marketpublishers.com

List Of Figures

LIST OF FIGURES

Figure 1 CONTACT CENTER SOFTWARE MARKET: MARKET SEGMENTATION
Figure 2 CONTACT CENTER SOFTWARE MARKET: RESEARCH DESIGN
Figure 3 BREAKDOWN OF PRIMARY INTERVIEWS: BY COMPANY, DESIGNATION, AND REGION
Figure 4 DATA TRIANGULATION
Figure 5 MARKET SIZE ESTIMATION METHODOLOGY: BOTTOM-UP APPROACH
Figure 6 MARKET SIZE ESTIMATION METHODOLOGY: TOP-DOWN APPROACH
Figure 7 TOP 3 SEGMENTS FOR THE CONTACT CENTER SOFTWARE MARKET DURING THE FORECAST PERIOD
Figure 8 NORTH AMERICA IS ESTIMATED TO HOLD THE LARGEST SHARE OF THE CONTACT CENTER SOFTWARE MARKET IN 2018
Figure 9 INCREASED OMNICHANNEL COMMUNICATIONS AND RAPID ADOPTION OF CLOUD TECHNOLOGY ARE EXPECTED TO DRIVE THE GROWTH OF THE CONTACT CENTER SOFTWARE MARKET
Figure 10 SERVICES SEGMENT IS EXPECTED TO GROW AT A HIGHER CAGR DURING THE FORECAST PERIOD
Figure 11 REPORTING AND ANALYTICS SOFTWARE IS EXPECTED TO GROW AT THE HIGHEST CAGR DURING THE FORECAST PERIOD
Figure 12 MANAGED SERVICES SEGMENT IS EXPECTED TO GROW AT A HIGHER CAGR DURING THE FORECAST PERIOD
Figure 13 CLOUD DEPLOYMENT TYPE IS EXPECTED TO GROW AT A HIGHER CAGR IN THE CONTACT CENTER SOFTWARE MARKET DURING THE FORECAST PERIOD
Figure 14 SMALL AND MEDIUM-SIZED ENTERPRISES SEGMENT IS EXPECTED TO GROW AT A HIGHER CAGR DURING THE FORECAST PERIOD
Figure 15 BANKING, FINANCIAL SERVICES, AND INSURANCE VERTICAL, AND NORTH AMERICA ARE ESTIMATED TO HOLD THE LARGEST MARKET SIZES IN 2018
Figure 16 CONTACT CENTER SOFTWARE MARKET: DRIVERS, RESTRAINTS, OPPORTUNITIES, AND CHALLENGES
Figure 17 SERVICES SEGMENT IS EXPECTED TO GROW AT A HIGHER CAGR DURING THE FORECAST PERIOD
Figure 18 REPORTING AND ANALYTICS SOFTWARE IS EXPECTED TO GROW AT THE HIGHEST CAGR DURING THE FORECAST PERIOD
Figure 19 MANAGED SERVICES SEGMENT IS EXPECTED TO GROW AT A HIGHER

+44 20 8123 2220
info@marketpublishers.com

CAGR DURING THE FORECAST PERIOD
Figure 20 INTEGRATION AND IMPLEMENTATION SERVICES SEGMENT IS EXPECTED TO GROW AT THE HIGHEST CAGR DURING THE FORECAST PERIOD
Figure 21 CLOUD DEPLOYMENT TYPE IS EXPECTED TO GROW AT A HIGHER CAGR DURING THE FORECAST PERIOD
Figure 22 SMALL AND MEDIUM-SIZED ENTERPRISES SEGMENT IS EXPECTED TO GROW AT A HIGHER CAGR DURING THE FORECAST PERIOD
Figure 23 CONSUMER GOODS AND RETAIL VERTICAL IS EXPECTED TO GROW AT THE HIGHEST CAGR DURING THE FORECAST PERIOD
Figure 24 ASIA PACIFIC IS EXPECTED TO WITNESS A SIGNIFICANT GROWTH DURING THE FORECAST PERIOD
Figure 25 NORTH AMERICA: MARKET SNAPSHOT
Figure 26 ASIA PACIFIC: MARKET SNAPSHOT
Figure 27 KEY DEVELOPMENTS BY THE LEADING PLAYERS IN THE CONTACT CENTER SOFTWARE MARKET, 2016–2018
Figure 28 MARKET EVALUATION FRAMEWORK
Figure 29 GEOGRAPHIC REVENUE MIX OF TOP MARKET PLAYERS
Figure 30 8X8: COMPANY SNAPSHOT
Figure 31 ASPECT SOFTWARE: SWOT ANALYSIS
Figure 32 AVAYA: COMPANY SNAPSHOT
Figure 33 AVAYA: SWOT ANALYSIS
Figure 34 BT: COMPANY SNAPSHOT
Figure 35 CISCO: COMPANY SNAPSHOT
Figure 36 CISCO: SWOT ANALYSIS
Figure 38 ENGHOUSE INTERACTIVE: SWOT ANALYSIS
Figure 39 FIVE9: COMPANY SNAPSHOT
Figure 40 GENESYS: SWOT ANALYSIS
Figure 41 HUAWEI TECHNOLOGIES: COMPANY SNAPSHOT
Figure 42 IBM: COMPANY SNAPSHOT
Figure 43 MITEL: COMPANY SNAPSHOT
Figure 44 NEC: COMPANY SNAPSHOT
Figure 45 NICE: COMPANY SNAPSHOT
Figure 46 ORACLE: COMPANY SNAPSHOT
Figure 47 RING CENTRAL: COMPANY SNAPSHOT
Figure 48 SAP: COMPANY SNAPSHOT
Figure 49 VERIZON: COMPANY SNAPSHOT
Figure 50 WEST CORPORATION: COMPANY SNAPSHOT
Figure 51 ZENDESK: COMPANY SNAPSHOT
Figure 52 ZTE: COMPANY SNAPSHOT

+44 20 8123 2220
info@marketpublishers.com

I would like to order

Product name: Contact Center Software Market by Solution (Intelligent Virtual Assistants, Customer Collaboration, Dialers, IVR, Workforce Optimization, Reporting & Analytics), Service, Deployment Type, Organization Size, Vertical, and Region - Global Forecast to 2023

Product link: https://marketpublishers.com/r/CD920844E12EN.html

Price: US$ 5,650.00 (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/CD920844E12EN.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

Custumer 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

+44 20 8123 2220
info@marketpublishers.com

and fax the completed form to +44 20 7900 3970