

Exploring the VoIP Services Industry A Comprehensive Analysis

<https://marketpublishers.com/r/E0A4BA4647B6EN.html>

Date: June 2026

Pages: 0

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

ID: E0A4BA4647B6EN

Abstracts

Upcoming research reports. Delivery timeline: 4 weeks

VoIP services enable voice or multi-media communication by using the Internet, substituting traditional networks. VoIP allows users to make calls using broadband connections, offering a more cost-effective and flexible alternative to conventional telephony. Its main applications include voice calls and videoconferencing, apart from messaging, making it fit for present communication demands. VoIP services are significantly used in the IT and telecom, BFSI, healthcare, education, retail, and government sectors.

Business organizations use VoIP to improve internal and external communications mainly because of the growing remote and hybrid working environments. Hospitality and automotive industries depend on VoIP to optimize customer support and smooth processes. Leading companies in the VoIP market include Microsoft (Teams), Cisco (Webex), Zoom, RingCentral, Vonage, and 8x8, offering scalable and feature-rich solutions. The growth of VoIP services is driven by rising demand for cost-efficient communication, expanding cloud-based solutions, and advancements in 5G and broadband infrastructure.

Driving Factors And Opportunities

Increasing adoption of cloud-based communication solutions: Businesses are switching from their traditional phone system to a cloud-hosted VoIP platform, which saves cost and is scalable and flexible. This cloud-based VoIP eliminates expensive hardware and maintenance, making it suitable for SMEs and large organizations. More importantly, improvement in the 5G network with high-speed broadband has upgraded the

performance of VoIP so that it can provide higher-quality communications with better audio and video capabilities. The rise in remote and hybrid work environments furthers the demand for VoIP as a reliable communication solution.

The growing integration of Artificial Intelligence (AI): AI-enabled features like real-time transcription, voice recognition, call analytics, and virtual assistants are expected to make VoIP systems more efficient and functional. Businesses can use such tools to automate customer support, enhance the quality of calls, and offer customized user experiences. Furthermore, VoIP providers can expand their services through seamless multi-channel communication with the rise of IoT devices and UCaaS. With the continued digital transformation by organizations, AI-driven innovations in VoIP are expected to open massive opportunities to meet changing communication needs around the world.

Contents

1.INTRODUCTION

- 1.1.Study Objectives
- 1.2.Market Definition and Scope
 - 1.2.1.Inclusions and Exclusions
- 1.3.Study Scope
 - 1.3.1.Markets Covered
 - 1.3.2.Geographic Segmentation
 - 1.3.3.Years Considered for the study
- 1.4.Currency
- 1.5.Limitations
- 1.6.Stakeholders

2.RESEARCH METHODOLOGY

- 2.1.Research Data
 - 2.1.1.Secondary Data
 - 2.1.1.1.Major Secondary Sources
 - 2.1.1.2.Key Data from Secondary Sources
 - 2.1.2.Primary Data
 - 2.1.2.1.Primary Interviews with Experts
 - 2.1.2.2.Key Data from Primary Sources
 - 2.1.2.3.Key Industry Insights
 - 2.1.2.4.Breakdown of Primaries
- 2.2.Market Size Estimation
 - 2.2.1.Bottom-Up Approach
 - 2.2.1.1.Approach for Capturing Market Share by Bottom-Up Analysis (Demand Side)
 - 2.2.2.Top-Down Approach
 - 2.2.2.1.Approach for Capturing Market Share by Top-Down Analysis (Supply Side)
- 2.3.Market Breakdown and Data Triangulation
- 2.4.Research Assumptions
- 2.5.Risk Assessment
- 2.6.Assumptions of Recession
- 2.7.Limitations of Research

3.EXECUTIVE SUMMARY

4.PREMIUM INSIGHTS

5.MARKET OVERVIEW

5.1.Introduction

5.2.Market Dynamics

5.3.Trends/Disruptions Impacting Customer's Business

5.4.Pricing Analysis

5.4.1.Average Selling Price Trend of Key Players, By Type

5.4.2.Average Selling Price Trend, By Region

5.5.Value Chain Analysis

5.6.Ecosystem Analysis

5.7.Investment and Funding Scenario

5.8.Funding, By Application

5.9.Technology Analysis

5.9.1.Key Technology

5.9.1.1.Session Initiation Protocol

5.9.2.Complementary Technology

5.9.2.1.5G Networks

5.9.3.Adjacent Technology

5.9.3.1.Cloud Computing

5.10.Patent Analysis

5.11.Trade Analysis

5.12.Key Conferences and Events (2024-2025)

5.13.Case Study Analysis

5.14.Tariff and Regulatory Landscape

5.14.1.Regulatory Bodies, Government Agencies, and Other Organizations

5.14.2.Key Regulations

5.15.Porters Five Force Analysis

5.15.1.Threat from New Entrants

5.15.2.Threat of Substitutes

5.15.3.Bargaining Power of Suppliers

5.15.4.Bargaining Power of Buyers

5.15.5.Intensity of Competitive Rivalry

5.16.Key Stakeholders and Buying Criteria

5.16.1.Key Stakeholders in Buying Process

5.16.2.Buying Criteria

5.17.Impact of AI on VOIP Services Industry

6.VOIP SERVICES INDUSTRY, BY TYPE

- 6.1.Introduction
- 6.2.Hosted VoIP
- 6.3.On-premise VoIP
- 6.4.Managed IP PBX

7.VOIP SERVICES INDUSTRY, BY CONFIGURATION

- 7.1.Introduction
- 7.2.Phone-to-Phone
- 7.3.Computer-to-Phone
- 7.4.Mobile VoIP

8.VOIP SERVICES INDUSTRY, BY VERTICAL

- 8.1.Introduction
- 8.2.BFSI
- 8.3.IT & Telecom
- 8.4.Healthcare
- 8.5.Media & Entertainment
- 8.6.Retail & ecommerce
- 8.7.Hospitality
- 8.8.Others

9.VOIP SERVICES INDUSTRY, BY REGION

- 9.1.Introduction
- 9.2.North America
 - 9.2.1.Macro-Economic Outlook
 - 9.2.2.US
 - 9.2.3.Canada
 - 9.2.4.Mexico
- 9.3.Europe
 - 9.3.1.Macro-Economic Outlook
 - 9.3.2.UK
 - 9.3.3.Germany
 - 9.3.4.France
 - 9.3.5.Italy

- 9.3.6. Rest of Europe
- 9.4. Asia Pacific
 - 9.4.1. Macro-Economic Outlook
 - 9.4.2. China
 - 9.4.3. Japan
 - 9.4.4. South Korea
 - 9.4.5. India
 - 9.4.6. Rest of Asia Pacific
- 9.5. RoW
 - 9.5.1. Macro-Economic Outlook
 - 9.5.2. Middle East
 - 9.5.2.1. GCC Countries
 - 9.5.2.2. Rest of Middle East
 - 9.5.3. Africa
 - 9.5.4. South America

10. VOIP SERVICES INDUSTRY, COMPETITIVE LANDSCAPE

- 10.1. Revenue Analysis
- 10.2. Market Share Analysis
- 10.3. Company Valuation and Financial Metrics
- 10.4. Brand/Product Comparison
- 10.5. Company Evaluation Matrix: Key Players, 2023
 - 10.5.1. Stars
 - 10.5.2. Emerging Leaders
 - 10.5.3. Pervasive Players
 - 10.5.4. Participants
 - 10.5.5. Company Footprint: Key Players, 2023
 - 10.5.5.1. Company Footprint
 - 10.5.5.2. Region Footprint
 - 10.5.5.3. Type Footprint
 - 10.5.5.4. Configuration Footprint
 - 10.5.5.5. Vertical Footprint
- 10.6. Company Evaluation Matrix: Startups/SMEs, 2023
 - 10.6.1. Progressive Companies
 - 10.6.2. Responsive Companies
 - 10.6.3. Dynamic Companies
 - 10.6.4. Starting Blocks
 - 10.6.5. Competitive Benchmarking: Startups/SMEs, 2023

- 10.6.5.1.Detailed List of Key Startups/SMEs
- 10.6.5.2.Competitive Benchmarking of Key Startups/SMEs
- 10.7.Competitive Situation and Trends

11.VOIP SERVICES INDUSTRY, COMPANY PROFILES

- 11.1.Key Players
 - 11.1.1.Microsoft
 - 11.1.2.Cisco
 - 11.1.3.Nextiva
 - 11.1.4.Dialpad
 - 11.1.5.Ooma office
 - 11.1.6.GoTo Connect
 - 11.1.7.Zoom Corporation
 - 11.1.8.OpenPhone
 - 11.1.9.Aircall
 - 11.1.10.8x8, Inc.
- 11.2.Other Players

12.APPENDIX

- 12.1.Discussion Guide
- 12.2.Knowledge Store: MarketsandMarkets' Subscription Portal
- 12.3.Available Customizations
- 12.4.Related Reports
- 12.5.Author Details

13.NOTE 1: THE ABOVE LIST OF COMPANIES IS TENTATIVE AND MIGHT CHANGE DURING THE DUE COURSE OF RESEARCH.

14.NOTE 2: THE CURRENT TABLE OF CONTENTS IS TENTATIVE AND IS SUBJECT TO CHANGE AS WE PROGRESS WITH OUR RESEARCH.

I would like to order

Product name: Exploring the VoIP Services Industry A Comprehensive Analysis

Product link: <https://marketpublishers.com/r/E0A4BA4647B6EN.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/E0A4BA4647B6EN.html>