

Micro Market Monitor: Speech Analytics Market in North America (2013 - 2019)

<https://marketpublishers.com/r/M89DCE42AC0EN.html>

Date: September 2014

Pages: 56

Price: US\$ 5,650.00 (Single User License)

ID: M89DCE42AC0EN

Abstracts

The North America speech analytics market is expected to grow from \$241.8 million in 2014 to \$696.2 million by 2019, at a CAGR of 23.6% from 2014 to 2019. The drivers for the North American market include growing number of call centers, increased voice importance in multi-channel world, new implementation areas, and the rising demand for cloud analytics & risk management solutions.

Speech analytics, also known as audio mining, is used to spot and analyze spoken words that bring structure to interactions and reveal information buried in the interaction between the customer contact centers and organizations. Speech analytics adoption optimizes workforce performance and enhances customer experience.

North America is the strongest initial market for speech analytics and has the highest penetration rate as majority of the analytics companies are based in this region. The exponentially increasing number of call centers is one of the driving factors of speech analytics market in the NA region. Previously, call centers were considered only to centralize calls, to reduce costs, and to support sales team. But in the current scenario, speech analytics technology is mostly being used in call centers to extract valuable business intelligence.

The report provides competitive benchmarking of the leading players in the market, such as NICE, Verint, HP Autonomy, CallMiner, and Nexidia, among others, in terms of product offerings, key strategies, and operational parameters. In addition to this, the report provides market trends, overall adoption scenarios, competitive landscape, key drivers, restraints, and opportunities in this market. Furthermore, the report aims at estimating the current size and the future growth potential of this market across the different applications, verticals, and regions.

Report Options:

The market segmentation detailed in the report is as given below:

By Applications: Business process management, agent performance management, customer experience management, market intelligence management, and risk & compliance management, among others

By Solutions: Speech engine, indexing & analysis software, query engine, and reports & dashboards, among others

By Services: Professional service, and support & maintenance service

By Verticals: BFSI, healthcare, insurance, government, consumer goods & retail, transportation & logistics, manufacturing, and IT & telecommunications, among others

Customization Options:

Along with the MMM assessment, customize the report to meet your company's specific needs. The following customization options provide a comprehensive summary of the industry standards and deep dive analysis:

Solutions Matrix

A comprehensive analysis and benchmarking of applications and solutions in the market

Competitive Benchmarking

Value-chain evaluation using events, developments, market data for vendors in the market ecosystem, across various industrial verticals, market segmentation and categorization.

To unearth hidden opportunities by connecting related markets using cascaded value chain analysis

Vendor Landscaping

Vendor market watch and predictions, vendor market shares and offerings, categorization of adoption trends and market dominance (leaders, challengers, and followers)

R&D Watch

Tracking market movements in R&D space. For instance, algorithm optimization firms, statistical analysis firms, deep learning firms, academic institutions (tier-1 firms and major emphasis on tier-2/3 firms)

Client Tracker

The listing and analysis of deals, case studies, R&D investments, events, discussion forums, alliances and partners of tier-1 and tier-2/3 vendors for the last 3 years

Tracking of events and programs for the last 2 years

Vertical Analysis

An analysis of different industrial verticals by technologies and solutions

Industry Verticals: Defense, healthcare, BFSI, retail, manufacturing, education, security, logistics, and IT & telecom, among others

Market Data Tracker

Regional and country-specific market forecast and analysis

The identification of key end-user segments, by country

Contents

- 1. EXECUTIVE SUMMARY**
- 2. INTRODUCTION**
- 3. MARKET DYNAMICS**
- 4. NORTH AMERICAN SPEECH ANALYTICS MARKET, BY COUNTRY**
- 5. NORTH AMERICAN SPEECH ANALYTICS MARKET, BY TYPE**
- 6. NORTH AMERICAN SPEECH ANALYTICS MARKET, BY SOLUTION**
- 7. NORTH AMERICAN SPEECH ANALYTICS MARKET, BY SERVICE**
- 8. NORTH AMERICAN SPEECH ANALYTICS MARKET, BY APPLICATION**
- 9. NORTH AMERICAN SPEECH ANALYTICS MARKET, BY VERTICAL**
- 10. COMPETITIVE LANDSCAPE**
- 11. RECENT DEVELOPMENTS**
- 12. COMPANY PROFILES**

List Of Tables

LIST OF TABLES

Table 1 SPEECH ANALYTICS MARKET BY COUNTRY, 2013-2019 (USD MILLION)

Table 2 SPEECH ANALYTICS MARKET BY TYPE, 2013-2019 (USD MILLION)

Table 3 SPEECH ANALYTICS MARKET BY SOLUTION, 2013-2019 (USD MILLION)

Table 4 SPEECH ANALYTICS MARKET, BY SERVICE, 2013-2019 (USD MILLION)

Table 5 SPEECH ANALYTICS MARKET, BY APPLICATION, 2013-2019 (USD MILLION)

Table 6 SPEECH ANALYTICS MARKET, BY VERTICAL, 2013-2019 (USD MILLION)

Table 7 SPEECH ANALYTICS MARKET FOR BFSI, BY APPLICATION, 2013-2019 (USD MILLION)

Table 8 SPEECH ANALYTICS MARKET FOR BFSI, BY SOLUTION, 2013-2019 (USD MILLION)

Table 9 SPEECH ANALYTICS MARKET FOR BFSI, BY SERVICE, 2013-2019 (USD MILLION)

Table 10 SPEECH ANALYTICS MARKET FOR GOODS AND RETAIL, BY APPLICATION, 2013-2019 (USD MILLION)

Table 11 SPEECH ANALYTICS MARKET FOR CONSUMER GOODS AND RETAIL, BY SOLUTION, 2013-2019 (USD MILLION)

Table 12 SPEECH ANALYTICS MARKET FOR CONSUMER GOODS AND RETAIL, BY SERVICE, 2013-2019 (USD MILLION)

Table 13 SPEECH ANALYTICS MARKET FOR HEALTHCARE AND LIFE SCIENCES, BY APPLICATION, 2013-2019 (USD MILLION)

Table 14 SPEECH ANALYTICS MARKET FOR HEALTHCARE AND LIFE SCIENCES, BY SOLUTION, 2013-2019 (USD MILLION)

Table 15 SPEECH ANALYTICS FOR HEALTHCARE AND LIFE SCIENCES, BY SERVICE, 2013-2019 (USD MILLION)

Table 16 SPEECH ANALYTICS MARKET FOR GOVERNMENT, DEFENSE, AND AEROSPACE, BY APPLICATION, 2013-2019 (USD MILLION)

Table 17 SPEECH ANALYTICS MARKET FOR GOVERNMENT, DEFENSE, AND AEROSPACE, BY SOLUTION, 2013-2019 (USD MILLION)

Table 18 SPEECH ANALYTICS MARKET FOR GOVERNMENT, DEFENSE, AND AEROSPACE, BY SERVICE, 2013-2019 (USD MILLION)

Table 19 SPEECH ANALYTICS MARKET FOR MANUFACTURING, BY APPLICATION, 2013-2019 (USD MILLION)

Table 20 SPEECH ANALYTICS MARKET FOR MANUFACTURING, BY SOLUTION, 2013-2019 (USD MILLION)

Table 21 SPEECH ANALYTICS MARKET FOR MANUFACTURING, BY SERVICE, 2013-2019 (USD MILLION)

Table 22 SPEECH ANALYTICS MARKET FOR TRANSPORTATION AND LOGISTICS, BY APPLICATION, 2013-2019 (USD MILLION)

Table 23 SPEECH ANALYTICS MARKET FOR TRANSPORTATION AND LOGISTICS, BY SOLUTION, 2013-2019 (USD MILLION)

Table 24 SPEECH ANALYTICS MARKET FOR TRANSPORTATION AND LOGISTICS, BY SERVICE, 2013-2019 (USD MILLION) 33 S

Table 25 SPEECH ANALYTICS MARKET FOR TRAVEL AND HOSPITALITY, BY APPLICATION, 2013-2019 (USD MILLION)

Table 26 SPEECH ANALYTICS MARKET FOR TRAVEL AND HOSPITALITY, BY SOLUTION, 2013-2019 (USD MILLION)

Table 27 SPEECH ANALYTICS MARKET FOR TRAVEL AND HOSPITALITY, BY SERVICE, 2013-2019 (USD MILLION)

Table 28 SPEECH ANALYTICS MARKET FOR TELECOMMUNICATION AND IT, BY APPLICATION, 2013-2019 (USD MILLION)

Table 29 SPEECH ANALYTICS MARKET FOR TELECOMMUNICATION AND IT, BY SOLUTION, 2013-2019 (USD MILLION)

Table 30 SPEECH ANALYTICS MARKET FOR TELECOMMUNICATION AND IT, BY SERVICE, 2013-2019 (USD MILLION)

Table 31 SPEECH ANALYTICS MARKET FOR MEDIA AND ENTERTAINMENT, BY APPLICATION, 2013-2019 (USD MILLION)

Table 32 SPEECH ANALYTICS MARKET FOR MEDIA AND ENTERTAINMENT, BY SOLUTION, 2013-2019 (USD MILLION)

Table 33 SPEECH ANALYTICS MARKET FOR MEDIA AND ENTERTAINMENT, BY SERVICE, 2013-2019 (USD MILLION)

Table 34 SPEECH ANALYTICS MARKET FOR ENERGY AND UTILITIES (PUBLIC SECTOR), BY APPLICATION, 2013-2019 (USD MILLION)

Table 35 SPEECH ANALYTICS MARKET FOR ENERGY AND UTILITIES (PUBLIC SECTOR), BY SOLUTION, 2013-2019 (USD MILLION)

Table 36 SPEECH ANALYTICS MARKET FOR ENERGY AND UTILITIES (PUBLIC SECTOR), BY SERVICE, 2013-2019 (USD MILLION)

Table 37 SPEECH ANALYTICS MARKET FOR OUTSOURCING, BY APPLICATION, 2013-2019 (USD MILLION)

Table 38 SPEECH ANALYTICS MARKET FOR OUTSOURCING, BY SOLUTION, 2013-2019 (USD MILLION)

Table 39 SPEECH ANALYTICS MARKET FOR OUTSOURCING, BY SERVICE, 2013-2019 (USD MILLION)

Table 40 SPEECH ANALYTICS MARKET FOR OTHERS, BY APPLICATION,

2013-2019 (USD MILLION)

Table 41 SPEECH ANALYTICS MARKET FOR OTHERS, BY SOLUTION, 2013-2019
(USD MILLION)

Table 42 SPEECH ANALYTICS MARKET FOR OTHERS, BY SERVICE, 2013-2019
(USD MILLION)

List Of Figures

LIST OF FIGURES

- Figure 1 SPEECH ANALYTICS IN ASIA PACIFIC: MARKET SEGMENTATION
- Figure 2 DATA TRIANGULATION, TOP-DOWN AND BOTTOM-UP APPROACH
- Figure 3 SPEECH ANALYTICS MARKET IN NORTH AMERICA: MARKET ECOSYSTEM
- Figure 4 SPEECH ANALYTICS MARKET, BY COUNTRY, 2013-2019
- Figure 5 SPEECH ANALYTICS MARKET, BY TYPE, 2013-2019
- Figure 6 SPEECH ANALYTICS MARKET, BY SOLUTION, 2013-2019
- Figure 7 SPEECH ANALYTICS MARKET, BY SERVICE, 2013-2019
- Figure 8 SPEECH ANALYTICS MARKET, BY APPLICATION, 2013-2019
- Figure 9 SPEECH ANALYTICS: MARKET SHARE 2013

I would like to order

Product name: Micro Market Monitor: Speech Analytics Market in North America (2013 - 2019)

Product link: <https://marketpublishers.com/r/M89DCE42AC0EN.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/M89DCE42AC0EN.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