

Service Quality Management (SQM) and Telco Customer Experience Management (CEM) Market by Product Type (EFM, Web Analytics, Text Analytics, Speech Analytics) & Provider Type (ISP, TSP, MSP) - Global Advancements, Worldwide Forecasts & Analysis (2014-2019)

<https://marketpublishers.com/r/S09B852646DEN.html>

Date: July 2014

Pages: 221

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

ID: S09B852646DEN

Abstracts

The Service Quality Management (SQM) and Telco Customer Experience Management (CEM) market is segmented on the basis of types of product, channels, end users, providers, and regions. Under each region, the market has been classified based on types of channels and analytics. Traditionally, companies focused mainly on their products and not on customers. However, with the rise in competition across all verticals, companies now have a major need to maintain customer relationships apart from delivering product innovations. Customer Relationship Management (CRM) has emerged as a critical tool to focus on sales operations, sales force automation, customer analysis, and campaign management.

CRM applications provide information about “what the company knows about the customers”; therefore, it is essentially known as the “customer-centric approach.” In order to foster this relationship, organizations need to develop interactions with customers to understand their experience with products and services. CEM is the overriding concept, which changes an organization’s internally focused view to externally focused customer experience solutions.

With the arrival of the social media, CEM has extended capabilities to understand customer experiences from a variety of channels across the media. In the initial stages of CEM, the process was controlled by a single channel. New technology developments

and changing views of companies have transformed the process from a single channel to multiple, and later customer-controlled channels.

Each channel includes different types of customer channels. Each channel plays an important role in CEM. CEM providers use various analytical tools such as web analytics, text analytics, and sentiment analytics to analyze the Voice of Customer (VOC) from these channels. The next evolution after CEM can be referred to as Customer Experience Analytics (CEA).

Adobe Systems' primary goal is to be one of the leading players in CEM market. The company is focused on growing by forming alliances as well as launching new products in this category. The company spends approximately 20% of its revenue in R&D which has enabled it to develop new products and solutions, which are driving the company's revenues.

Amdocs has strategically aligned itself as a market leader in customer experience solutions. The solutions provided by this company span across industries making a proffered vendor. The company has launched a new product named Amdocs 9.1, which has brought multi-channel capabilities to enterprises. The product helps service providers in increasing customer satisfaction and enhancing customer experience based on real-time analytics. Amdocs also has formed strategic alliances with other players in the market to stay competitive. It formed strategic alliance with Linknet where Amdocs Multi Play Smart is to be pre-integrated for enabling customer care experience for cable providers. This alliance is significant as it broadens the scope for the company's customer care products.

Cisco is primarily focused on providing new CEM solutions in the cloud. To achieve this, the company is developing new products and solutions and acquiring companies in the CEM category. The company has strategically acquired companies in the cloud category which has made Cisco one of the leading service providers in the cloud market.

Contents

1 INTRODUCTION

- 1.1 Objectives
- 1.2 Report Description
- 1.3 Markets Covered
- 1.4 Stakeholders
- 1.5 Research Methodology
 - 1.5.1 Key Data Points
 - 1.5.2 Data Triangulation and Market Forecasting
- 1.6 Forecast Assumptions

2 EXECUTIVE SUMMARY

- 2.1 Abstract
- 2.2 Overall Market Size

3 MARKET OVERVIEW

- 3.1 Market Definition
- 3.2 Market Evolution
- 3.3 Market Segmentation
- 3.4 Market Dynamics
 - 3.4.1 Drivers
 - 3.4.1.1 Retaining Customers
 - 3.4.1.2 Competitive Differentiation
 - 3.4.1.3 Global Economic Slowdown
 - 3.4.1.4 Online Experience
 - 3.4.2 Restraints
 - 3.4.2.1 Complexity in Data Synchronization
 - 3.4.2.2 Expectations Are Subjective
 - 3.4.3 Opportunities
 - 3.4.3.1 Major Focus on Virtual Side
 - 3.4.3.2 Integral Part of Digital Market
 - 3.4.3.3 Big Data
 - 3.4.4 Impact Analysis of Dros
- 3.5 Business Value Analysis
- 3.6 Telco CEM Ecosystem

4 SQM AND TELCO CEM: ENTERPRISE NEEDS AND ADOPTION TRENDS

- 4.1 Introduction
- 4.2 Traditional SQM and Telco CEM
- 4.3 Cloud Impact
- 4.4 Social Influence on Customer Experience
- 4.5 Tools and Techniques
 - 4.5.1 Web Content Management
 - 4.5.2 Targeting and Personalization
 - 4.5.3 Email and Campaign Management
 - 4.5.4 Translation and Localization Services
 - 4.5.5 Customer Relationship Management
 - 4.5.6 Service Quality Management (SQM)
 - 4.5.7 Service Level Agreement (SLA) Monitoring
 - 4.5.8 Service Monitoring
 - 4.5.9 Fault Management
 - 4.5.10 Performance Management

5 SQM AND TELCO CEM: MARKET SIZE AND FORECAST BY PRODUCT TYPE

- 5.1 Introduction
- 5.2 Enterprise Feedback Management (EFM)
 - 5.2.1 Overview
 - 5.2.2 Market Size and Forecast By End User
- 5.3 Web Analytics
 - 5.3.1 Overview
 - 5.3.2 Market Size and Forecast By End User
- 5.4 Text Analytics
 - 5.4.1 Overview
 - 5.4.2 Market Size and Forecast By End User
- 5.5 Speech Analytics
 - 5.5.1 Overview
 - 5.5.2 Market Size and Forecast By End User
- 5.6 Others
 - 5.6.1 Overview
 - 5.6.2 Market Size and Forecast By End User

6 SQM AND TELCO CEM: MARKET SIZE AND FORECAST BY PROVIDER TYPE

- 6.1 Introduction
- 6.2 Internet Service Provider (ISP)
 - 6.2.1 Overview
 - 6.2.2 Market Size and Forecast By End User
- 6.3 Telecom Service Provider(TSP)
 - 6.3.1 Overview
 - 6.3.2 Market Size and Forecast By End User
- 6.4 Managed Service Provider(MSP)
 - 6.4.1 Overview
 - 6.4.2 Market Size and Forecast By End User
- 6.5 Others
 - 6.5.1 Overview
 - 6.5.2 Market Size and Forecast By End User

7 SQM AND TELCO CEM: MARKET SIZE AND FORECAST BY CHANNEL TYPE

- 7.1 Introduction
- 7.2 Company Website
 - 7.2.1 Overview
 - 7.2.2 Market Size and Forecast By End User
- 7.3 Branch/Store
 - 7.3.1 Overview
 - 7.3.2 Market Size and Forecast By End User
- 7.4 Web
 - 7.4.1 Overview
 - 7.4.2 Market Size and Forecast By End User
- 7.5 Call Center
 - 7.5.1 Overview
 - 7.5.2 Market Size and Forecast By End User
- 7.6 Mobile
 - 7.6.1 Overview
 - 7.6.2 Market Size and Forecast By End User
- 7.7 Social Media
 - 7.7.1 Overview
 - 7.7.2 Market Size and Forecast By End User

8 SQM AND TELCO CEM : MARKET SIZE AND FORECAST BY END USER

- 8.1 Introduction
- 8.2 Small and Medium Businesses (SMB)
 - 8.2.1 Overview
 - 8.2.2 Market Size and Forecast By Regions
- 8.3 Enterprises
 - 8.3.1 Overview
 - 8.3.2 Market Size and Forecast By Regions

9 SQM AND TELCO CEM : MARKET SIZE AND FORECAST BY SUPPORT SYSTEMS

- 9.1 Introduction
 - 9.1.1 Market Size and Forecast By Support System

10 SQM AND TELCO CEM : MARKET SIZE AND FORECAST BY REGIONS

- 10.1 Introduction
- 10.2 North America
 - 10.2.1 Overview
 - 10.2.2 Market Size and Forecast By Product Type
 - 10.2.3 Market Size and Forecast By Provider Type
 - 10.2.4 Market Size and Forecast By Channel Type
- 10.3 Europe
 - 10.3.1 Overview
 - 10.3.2 Market Size and Forecast By Product Type
 - 10.3.3 Market Size and Forecast By Provider Type
 - 10.3.4 Market Size and Forecast By Channel Type
- 10.4 Asia-Pacific
 - 10.4.1 Overview
 - 10.4.2 Market Size and Forecast By Product Type
 - 10.4.3 Market Size and Forecast By Provider Type
 - 10.4.4 Market Size and Forecast By Channel Type
- 10.5 Middle East and Africa
 - 10.5.1 Overview
 - 10.5.2 Market Size and Forecast By Product Type
 - 10.5.3 Market Size and Forecast By Provider Type
 - 10.5.4 Market Size and Forecast By Channel Type
- 10.6 Latin America
 - 10.6.1 Overview

- 10.6.2 Market Size and Forecast By Product Type
- 10.6.3 Market Size and Forecast By Provider Type
- 10.6.4 Market Size and Forecast By Channel Type

11 SQM AND TELCO CEM : MARKET LANDSCAPE

- 11.1 Ecosystem and Roles
- 11.2 Portfolio Comparison
 - 11.2.1 Overview
 - 11.2.2 Product Category Mapping

12 COMPANY PROFILES

- 12.1 Adobe Systems
 - 12.1.1 Overview
 - 12.1.2 Products & Services
 - 12.1.3 Strategies and Insights
 - 12.1.4 Developments
 - 12.1.5 MNM View
- 12.2 Amdocs
 - 12.2.1 Overview
 - 12.2.2 Products & Services
 - 12.2.3 Strategies & Insights
 - 12.2.4 Developments
 - 12.2.5 MNM View
- 12.3 Alcatel Lucent
 - 12.3.1 Overview
 - 12.3.2 Products & Services
 - 12.3.3 Strategies & Insights
 - 12.3.4 Developments
 - 12.3.5 MNM View
- 12.4 Cisco
 - 12.4.1 Overview
 - 12.4.2 Products & Services
 - 12.4.3 Strategies & Insights
 - 12.4.4 Developments
 - 12.4.5 MNM View
- 12.5 Egain Corporation
 - 12.5.1 Overview

- 12.5.2 Products & Services
- 12.5.3 Strategies & Insights
- 12.5.4 Developments
- 12.5.5 MNM View
- 12.6 Ericsson
 - 12.6.1 Overview
 - 12.6.2 Products & Services
 - 12.6.3 Strategies & Insights
 - 12.6.4 Developments
 - 12.6.5 MNM View
- 12.7 HP
 - 12.7.1 Overview
 - 12.7.2 Products & Services
 - 12.7.3 Strategies & Insights
 - 12.7.4 Developments
 - 12.7.5 MNM View
- 12.8 IBM
 - 12.8.1 Overview
 - 12.8.2 Products & Services
 - 12.8.3 Strategies and Insights
 - 12.8.4 Developments
 - 12.8.5 MNM View
- 12.9 Nokia Siemens Network
 - 12.9.1 Overview
 - 12.9.2 Products & Services
 - 12.9.3 Strategies & Insights
 - 12.9.4 Developments
 - 12.9.5 MNM View
- 12.10 Oracle
 - 12.10.1 Overview
 - 12.10.2 Products & Services
 - 12.10.3 Strategies & Insights
 - 12.10.4 Developments
 - 12.10.5 MNM View

List Of Tables

LIST OF TABLES

- Table 1 Telco CEM Market Size, 2014-2019 (\$Million)
- Table 2 SQM Market Size, 2014-2019 (\$Million)
- Table 3 Dro Impact Analysis
- Table 4 SQM Vs CEM
- Table 5 Telco CEM: Market Size, By Products Type, 2014-2019 (\$Million)
- Table 6 Telco CEM Market Size, By Products Type, Y-O-Y, 2014-2019 (%)
- Table 7 SQM: Market Size, By Products Type, 2014-2019 (\$Million)
- Table 8 SQM: Market Size, By Products Type, Y-O-Y, 2014-2019 (%)
- Table 9 Telco CEM: Enterprise Feedback Management Market Size, By End-User, 2014 – 2019 (\$Million)
- Table 10 Telco CEM: Enterprise Feedback Management Market Growth, By End-User, 2014 – 2019 (Y-O-Y %)
- Table 11 SQM : Enterprise Feedback Management Market Size, By End-User, 2014 – 2019 (\$Million)
- Table 12 SQM: Enterprise Feedback Management Market Growth, By End-User, 2014 – 2019 (Y-O-Y %)
- Table 13 Telco CEM: Web Analytics Market Size, By End-User, 2014 – 2019 (\$Million)
- Table 14 Telco CEM: Web Analytics Market Growth, By End-User, 2014 – 2019 (Y-O-Y %)
- Table 15 SQM: Web Analytics Market Size, By End-User, 2014 – 2019 (\$Million)
- Table 16 SQM: Web Analytics Market Growth, By End-User, 2014 – 2019 (Y-O-Y %)
- Table 17 Telco CEM: Text Analytics Market Size, By End-User, 2014 – 2019 (\$Million)
- Table 18 Telco CEM: Text Analytics Marketgrowth, By End-User, 2014 – 2019 (Y-O-Y %)
- Table 19 SQM: Text Analytics Market Size, By End-User, 2014 – 2019 (\$Million)
- Table 20 SQM: Text Analytics Marketgrowth, By End-User, 2014 – 2019 (Y-O-Y %)
- Table 21 Telco CEM: Speech Analytics Market Size, By End-User, 2014 – 2019 (\$Million)
- Table 22 Telco CEM: Speech Analytics Market Growth, By End-User, 2014 – 2019 (Y-O-Y %)
- Table 23 SQM: Speech Analytics Market Size, By End-User, 2014 – 2019 (\$Million)
- Table 24 SQM: Speech Analytics Market Growth, By End-User, 2014 – 2019 (Y-O-Y %)
- Table 25 Telco CEM: Others Market Size, By End-User, 2014 – 2019 (\$Million)
- Table 26 Telco CEM: Others Market Growth, By End-User, 2014 – 2019 (Y-O-Y %)
- Table 27 SQM: Others Market Size, By End-User, 2014 – 2019 (\$Million)

- Table 28 SQM: Others Market Growth, By End-User, 2014 – 2019 (Y-O-Y %)
- Table 29 Telco CEM: Market Size, By Providers Type, 2014-2019 (\$Million)
- Table 30 Telco CEM: Market Size, By Providers Type, 2014-2019, (Y-O-Y %)
- Table 31 SQM: Market Size, By Providers Type, 2014-2019 (\$Million)
- Table 32 SQM: Market Size, By Providers Type, 2014-2019, (Y-O-Y %)
- Table 33 Telco CEM: Internet Service Provider Market Size, By End-User, 2014 – 2019 (\$Million)
- Table 34 Telco CEM: Internet Service Provider Market Growth, By End-User, 2014 – 2019 (Y-O-Y %)
- Table 35 SQM: Internet Service Provider Market Size, By End-User, 2014 – 2019 (\$Million)
- Table 36 SQM: Internet Service Provider Market Growth, By End-User, 2014 – 2019 (Y-O-Y %)
- Table 37 Telco CEM: Telecom Service Provider Market Size, By End-User, 2014 – 2019 (\$Million)
- Table 38 Telco CEM: Telecom Service Provider Market Growth, By End-User, 2014 – 2019 (Y-O-Y %)
- Table 39 SQM: Telecom Service Provider Market Size, By End-User, 2014 – 2019 (\$Million)
- Table 40 SQM: Telecom Service Provider Market Growth, By End-User, 2014 – 2019 (Y-O-Y %)
- Table 41 Telco CEM: Managed Service Provider Market Size, By End-User, 2014 – 2019 (\$Million)
- Table 42 Telco CEM: Managed Service Provider Market Growth, By End-User, 2014 – 2019 (Y-O-Y %)
- Table 43 SQM: Managed Service Provider Market Size, By End-User, 2014 – 2019 (\$Million)
- Table 44 SQM: Managed Service Provider Market Growth, By End-User, 2014 – 2019 (Y-O-Y %)
- Table 45 Telco CEM: Other Service Providers Market Size, By End-User, 2014 – 2019 (\$Million)
- Table 46 Telco CEM: Other Service Providers Market Growth, By End-User, 2014 – 2019 (Y-O-Y %)
- Table 47 SQM: Other Service Providersmarket Size, By End-User, 2014 – 2019 (\$Million)
- Table 48 SQM: Other Service Providersmarket Growth, By End-User, 2014 – 2019 (Y-O-Y %)
- Table 49 Telco CEM: Market Size, By Channels, 2014-2019 (\$Million)
- Table 50 Telco CEM: Market Size, By Channels, 2014-2019 (Y-O-Y %)

- Table 51 SQM: Market Size, By Channels, 2014-2019 (\$Million)
- Table 52 SQM: Market Size, By Channels, 2014-2019 (Y-O-Y %)
- Table 53 Telco CEM: Company Website Market Size, By End-User, 2014 – 2019 (\$Million)
- Table 54 Telco CEM: Company Websitemarket Growth, By End-User, 2014 – 2019 (Y-O-Y %)
- Table 55 SQM: Company Website Market Size, By End-User,2014 – 2019 (\$Million)
- Table 56 SQM: Company Websitemarket Growth, By End-User,2014 – 2019 (Y-O-Y %)
- Table 57 Telco CEM: Branch/Store Market Size, By End-User,2014 – 2019 (\$Million)
- Table 58 Telco CEM: Branch/Storemarket Growth, By End-User,2014 – 2019 (Y-O-Y %)
- Table 59 SQM: Branch/Store Market Size, By End-User,2014 – 2019 (\$Million)
- Table 60 SQM: Branch/Storemarket Growth, By End-User,2014 – 2019 (Y-O-Y %)
- Table 61 Telco CEM: Web Market Size, By End-User, 2014 – 2019 (\$Million)
- Table 62 Telco CEM: Webmarket Growth, By End-User, 2014 – 2019 (Y-O-Y %)
- Table 63 SQM: Web Market Size, By End-User, 2014 – 2019 (\$Million)
- Table 64 SQM: Webmarket Growth, By End-User, 2014 – 2019 (Y-O-Y %)
- Table 65 Telco CEM: Call Center Market Size, By End-User,2014 – 2019 (\$Million)
- Table 66 Telco CEM: Call Center Market Growth, By End-User,2014 – 2019 (Y-O-Y %)
- Table 67 SQM: Call Center Market Size, By End-User,2014 – 2019 (\$Million)
- Table 68 SQM: Call Center Market Growth, By End-User,2014 – 2019 (Y-O-Y %)
- Table 69 Telco CEM: Mobile Market Size, By End-User, 2014 – 2019 (\$Million)
- Table 70 Telco CEM: Mobile Marketgrowth, By End-User, 2014 – 2019 (Y-O-Y %)
- Table 71 SQM: Mobile Market Size, By End-User, 2014 – 2019 (\$Million)
- Table 72 SQM: Mobile Marketgrowth, By End-User, 2014 – 2019 (Y-O-Y %)
- Table 73 Telco CEM: Social Media Market Size, By End-User, 2014 – 2019 (\$Million)
- Table 74 Telco CEM: Social Media Market Growth, By End-User, 2014 – 2019 (Y-O-Y %)
- Table 75 SQM: Social Media Market Size, By End-User, 2014 – 2019 (\$Million)
- Table 76 SQM: Social Media Market Growth, By End-User,2014 – 2019 (Y-O-Y %)
- Table 77 Telco CEM: Small and Medium Businesses Market Size, By Region,2014 – 2019 (\$Million)
- Table 78 Telco CEM: Small and Medium Businesses Market Growth, By Region, 2014 – 2019 (Y-O-Y %)
- Table 79 SQM: Small and Medium Businesses Market Size, By Region,2014 – 2019 (\$Million)
- Table 80 SQM: Small and Medium Businesses Market Growth, By Region, 2014 – 2019 (Y-O-Y %)
- Table 81 Telco CEM: Enterprises Market Size, By Region, 2014 – 2019 (\$Million)
- Table 82 Telco CEM: Enterprises Market Growth, By Region, 2014 – 2019 (Y-O-Y %)

- Table 83 SQM: Enterprises Market Size, By Region, 2014 – 2019 (\$Million)
- Table 84 SQM: Enterprises Market Growth, By Region, 2014 – 2019 (Y-O-Y %)
- Table 85 Telco CEM: Market Size, By Support Systems,2014 – 2019 (\$Million)
- Table 86 Telco CEM: Market Growth, By Support Systems,2014 – 2019 (Y-O-Y %)
- Table 87 SQM: Market Size, By Support Systems,2014 – 2019 (\$Million)
- Table 88 SQM: Market Growth, By Support Systems,2014 – 2019 (Y-O-Y %)
- Table 89 Telco CEM: Marketsize, By Regions,2014 – 2019 (\$Million)
- Table 90 Telco CEM: Marketsize, By Regions, 2014 – 2019 (Y-O-Y %)
- Table 91 SQM: Marketsize, By Regions,2014 – 2019 (\$Million)
- Table 92 SQM: Marketsize, By Regions, 2014 – 2019 (Y-O-Y %)
- Table 93 North America: Telco CEM Market Size, By Product Type, 2014 – 2019 (\$Million)
- Table 94 North America: Telco CEM Market Growth, By Product Type, 2014 – 2019 (Y-O-Y %)
- Table 95 North America: SQM Market Size, By Product Type,2014 – 2019 (\$Million)
- Table 96 North America: SQM Market Growth, By Product Type,2014 – 2019 (Y-O-Y %)
- Table 97 North America: Telco CEM Market Size, By Provider Type,2014 – 2019 (\$Million)
- Table 98 North America: Telco CEM Market Growth, By Provider Type, 2014 – 2019 (Y-O-Y %)
- Table 99 North America: SQM Market Size, By Provider Type,2014 – 2019 (\$Million)
- Table 100 North America: SQM Market Growth, By Provider Type,2014 – 2019 (Y-O-Y %)
- Table 101 North America: Telco CEM Market Size, By Channel Type,2014 – 2019 (\$Million)
- Table 102 North America: Telco CEM Market Growth, By Channel Type, 2014 – 2019 (Y-O-Y %)
- Table 103 North America: SQM Market Size, By Channel Type,2014 – 2019 (\$Million)
- Table 104 North America: SQM Market Growth, By Channel Type,2014 – 2019 (Y-O-Y %)
- Table 105 Europe: Telco CEM Market Size, By Product Type, 2014 – 2019 (\$Million)
- Table 106 Europe: Telco CEM Market Growth, By Product Type, 2014 – 2019 (Y-O-Y %)
- Table 107 Europe: SQM Market Size, By Product Type, 2014 – 2019 (\$Million)
- Table 108 Europe: SQM Market Growth, By Product Type, 2014 – 2019 (Y-O-Y %)
- Table 109 Europe: Telco CEM Market Size, By Provider Type, 2014 – 2019 (\$Million)
- Table 110 Europe: Telco CEM Market Growth, By Provider Type, 2014 – 2019 (Y-O-Y %)
- Table 111 Europe: SQM Market Size, By Provider Type, 2014 – 2019 (\$Million)

Table 112 Europe: SQM Market Growth, By Provider Type, 2014 – 2019 (Y-O-Y %)

Table 113 Europe: Telco CEM Market Size, By Channel, 2014 – 2019 (\$Million)

Table 114 Europe: Telco CEM Market Growth, By Channel, 2014 – 2019 (Y-O-Y %)

Table 115 Europe: SQM Market Size, By Channel, 2014 – 2019 (\$Million)

Table 116 Europe: SQM Market Growth, By Channel, 2014 – 2019 (Y-O-Y %)

Table 117 Asia Pacific: Telco CEM Market Size, By Product Type, 2014 – 2019 (\$Million)

Table 118 Asia Pacific: Telco CEM Market Growth, By Product Type, 2014 – 2019 (Y-O-Y %)

Table 119 Asia Pacific: SQM Market Size, By Product Type, 2014 – 2019 (\$Million)

Table 120 Asia Pacific: SQM Market Growth, By Product Type, 2014 – 2019 (Y-O-Y %)

Table 121 Asia Pacific: Telco CEM Market Size, By Provider Type, 2014 – 2019 (\$Million)

Table 122 Asia Pacific: Telco CEM Market Growth, By Provider Type, 2014 – 2019 (Y-O-Y %)

Table 123 Asia Pacific: SQM Market Size, By Provider Type, 2014 – 2019 (\$Million)

Table 124 Asia Pacific: SQM Market Growth, By Provider Type, 2014 – 2019 (Y-O-Y %)

Table 125 Asia Pacific: Telco CEM Market Size, By Channel, 2014 – 2019 (\$Million)

Table 126 Asia Pacific: Telco CEM Market Growth, By Channel Type, 2014 – 2019 (Y-O-Y %)

Table 127 Asia Pacific: SQM Market Size, By Channel, 2014 – 2019 (\$Million)

Table 128 Asia Pacific: SQM Market Growth, By Channel Type, 2014 – 2019 (Y-O-Y %)

Table 129 Middle East and Africa: Telco CEM Market Size, By Product Type, 2014 – 2019 (\$Million)

Table 130 Middle East and Africa: Telco CEM Market Growth, By Product Type, 2014 – 2019 (Y-O-Y %)

Table 131 Middle East and Africa: SQM Market Size, By Product Type, 2014 – 2019 (\$Million)

Table 132 Middle East and Africa: SQM Market Growth, By Product Type, 2014 – 2019 (Y-O-Y %)

Table 133 Middle East and Africa: Telco CEM Market Size, By Provider Type, 2014 – 2019 (\$Million)

Table 134 Middle East and Africa: Telco CEM Market Growth, By Provider Type, 2014 – 2019 (Y-O-Y %)

Table 135 Middle East and Africa: SQM Market Size, By Provider Type, 2014 – 2019 (\$Million)

Table 136 Middle East and Africa: SQM Market Growth, By Provider Type, 2014 – 2019 (Y-O-Y %)

Table 137 Middle East and Africa: Telco CEM Market Size, By Channel, 2014 – 2019

(\$Million)

Table 138 Middle East and Africa: Telco CEM Market Growth, By Channel, 2014 – 2019 (Y-O-Y %)

Table 139 Middle East and Africa: SQM Market Size, By Channel, 2014 – 2019 (\$Million)

Table 140 Middle East and Africa: SQM Market Growth, By Channel, 2014 – 2019 (Y-O-Y %)

Table 141 Latin America: Telco CEM Market Size, By Product Type, 2014 – 2019 (\$Million)

Table 142 Latin America: Telco CEM Market Growth, By Product Type, 2014 – 2019 (Y-O-Y %)

Table 143 Latin America: SQM Market Size, By Product Type, 2014 – 2019 (\$Million)

Table 144 Latin America: SQM Market Growth, By Product Type, 2014 – 2019 (Y-O-Y %)

Table 145 Latin America: Telco CEM Market Size, By Provider Type, 2014 – 2019 (\$Million)

Table 146 Latin America: Telco CEM Marketgrowth, By Provider Type, 2014 – 2019 (Y-O-Y %)

Table 147 Latin America: SQM Market Size, By Provider Type, 2014 – 2019 (\$Million)

Table 148 Latin America: SQM Marketgrowth, By Provider Type, 2014 – 2019 (Y-O-Y %)

Table 149 Latin America: Telco CEM Market Size, By Channel, 2014 – 2019 (\$Million)

Table 150 Latin America: Telco CEM Market Growth, By Channel, 2014 – 2019 (Y-O-Y %)

Table 151 Latin America: SQM Market Size, By Channel, 2014 – 2019 (\$Million)

Table 152 Latin America: SQM Market Growth, By Channel, 2014 – 2019 (Y-O-Y %)

List Of Figures

LIST OF FIGURES

- Figure 1 Telco CEM: Research Methodology
- Figure 2 Telco CEM: Data Triangulation and Market Forecasting
- Figure 3 Telco CEM Market, 2014-2019 (\$Million, Y-O-Y %)
- Figure 4 SQM Market, 2014-2019 (\$Million, Y-O-Y %)
- Figure 5 Telco CEM Process
- Figure 6 Evolution of Telco CEM
- Figure 7 Telco CEM: Market Segmentation
- Figure 8 Business Value Analysis
- Figure 9 Telco CEM Ecosystem
- Figure 10 Telco CEM: Market Size, By Products Type, 2014-2019 (\$Million)
- Figure 11 SQM : Market Size, By Products Type, 2014-2019 (\$Million)
- Figure 12 Telco CEM: Market Size, Market Size, By Providers Type 2014-2019 (\$Million)
- Figure 13 SQM: Market Size, Market Size, By Providers Type 2014-2019 (\$Million)
- Figure 14 Telco CEM: Market Size, By Channels, 2014-2019 (\$Million)
- Figure 15 SQM: Market Size, By Channels, 2014-2019 (\$Million)
- Figure 16 Telco CEM: Market Size, By Regions, 2014 – 2019 (\$Million)
- Figure 17 SQM: Market Size, By Regions, 2014 – 2019 (\$Million)
- Figure 18 Telco CEM: Ecosystem
- Figure 19 Telco CEM: Product Porfolio Comparison

I would like to order

Product name: Service Quality Management (SQM) and Telco Customer Experience Management (CEM) Market by Product Type (EFM, Web Analytics, Text Analytics, Speech Analytics) & Provider Type (ISP, TSP, MSP) - Global Advancements, Worldwide Forecasts & Analysis (2014-2019)

Product link: <https://marketpublishers.com/r/S09B852646DEN.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/S09B852646DEN.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