

Voice Analytics Market by Component (Solution and Services), Application (Sentiment Analysis, Sales and Marketing Management, and Call Monitoring), Deployment Model, Organization Size, Vertical, and Region - Global Forecast to 2024

<https://marketpublishers.com/r/V078E7B8C06EN.html>

Date: July 2019

Pages: 142

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

ID: V078E7B8C06EN

Abstracts

The global voice analytics market size to grow at a Compound Annual Growth Rate (CAGR) of 19.4% during the forecast period

MarketsandMarkets forecasts the global voice analytics market size to grow from USD 657 million in 2019 to USD 1,597 million by 2024, at a CAGR of 19.4% during 2019–2024. The major growth drivers of the voice analytics market include the growing need to extract insights from customer interactions. Lack of accuracy in authenticating users may restrain the growth of the voice analytics market.

The services segment to grow at a higher CAGR during the forecast period

The voice analytics market is segmented on the basis of components, such as solution and services. The services segment is expected to grow at a rapid pace during the forecast period. An efficient voice analytics service help organizations unlock insights in voice communications by integrating voice analytics solution with their existing IT infrastructure.

The retail and eCommerce segment to grow at the highest CAGR during the forecast period

The voice analytics market by vertical has been segmented into BFSI, retail and eCommerce, telecommunication, healthcare, government and defense, others

(education, real estate, and travel and hospitality). The retail and eCommerce segment to grow at the highest CAGR during the forecast period, due to the growing demand to create a frictionless customer experience.

Among regions, Asia Pacific (APAC) to grow at the highest CAGR during the forecast period

APAC is expected to grow at the highest CAGR during the forecast period. The increasing investments by the tech companies in major APAC countries, such as India, China, and Japan, growing government regulations and initiatives are expected to drive the growth of the market in the APAC region.

In-depth interviews were conducted with Chief Executive Officers (CEOs), innovation and technology directors, system integrators, and executives from various key organizations operating in the voice analytics market.

By Company: Tier I: 10%, Tier II: 25%, and Tier III: 65%

By Designation: C-Level: 25%, Director-Level: 50%, and Others: 25%

By Region: North America: 40%, Europe: 20%, APAC: 30%, RoW : 10%

The report includes the study of the key players offering voice analytics solution and services. It profiles major vendors in the global voice analytics market. The major vendors include Verint Systems (US), NICE (Israel), Avaya (US), ThoughtSpot (US), Uniphore (India), Calabrio (US), Talkdesk (US), RankMiner (US), VoiceBase (US), Beyond Verbal (Israel), VoiceSense (Israel), SESTEK (Turkey), audEERING (Germany), Invoca (US), and Xdroid (Hungary). It also includes an in-depth competitive analysis of the key players in the voice analytics market, along with their company profiles, business overviews, product offerings, recent developments, and market strategies.

Research coverage

The report segments the global voice analytics market by component (solution and services), deployment mode, organization size, application, and region. The voice analytics market by vertical is divided into BFSI, retail and eCommerce, telecommunication, healthcare, government and defense, others (education, real estate,

and travel and hospitality) categories. The component segment comprises solution and services. The services segment is divided into managed services and professional services (support and maintenance services, and consulting services). The voice analytics market by deployment mode is segmented into cloud and on-premises. On the basis of organization size, the voice analytics market is divided into large enterprises and Small and Medium-sized Enterprises (SMEs). The voice analytics market by application is segmented into sentiment analysis, sales and marketing management, risk and fraud detection, call monitoring, others (reporting and workforce management). The report also covers the voice analytics market with respect to 5 major regions: North America, Europe, APAC, Latin America, and the Middle East and Africa (MEA).

The report would help the market leaders and new entrants in the global voice analytics market in the following ways:

1. The report segments the market into various subsegments; hence, it covers the market comprehensively. It provides the closest approximations of the revenue numbers for the overall market and its subsegments. The market numbers are further split across verticals and regions.
2. It helps in understanding the overall growth of the market. It also provides information about key market drivers, restraints, challenges, and opportunities.
3. It helps stakeholders in understanding their competitors better and gaining more insights to strengthen their positions in the market. The study also presents the positioning of the key players based on their product offerings and business strategies.

Contents

1 INTRODUCTION

- 1.1 OBJECTIVES OF THE STUDY
- 1.2 MARKET DEFINITION
- 1.3 MARKET SCOPE
 - 1.3.1 MARKET SEGMENTATION
 - 1.3.2 REGIONS COVERED
- 1.4 YEARS CONSIDERED FOR THE STUDY
- 1.5 CURRENCY CONSIDERED
- 1.6 STAKEHOLDERS

2 RESEARCH METHODOLOGY

- 2.1 RESEARCH DATA
 - 2.1.1 SECONDARY DATA
 - 2.1.2 PRIMARY DATA
 - 2.1.2.1 Breakup of primary profiles
 - 2.1.2.2 Key industry insights
- 2.2 MARKET BREAKUP AND DATA TRIANGULATION
- 2.3 MARKET SIZE ESTIMATION
 - 2.3.1 TOP-DOWN APPROACH
 - 2.3.2 BOTTOM-UP APPROACH
- 2.4 MARKET FORECAST
- 2.5 COMPETITIVE LEADERSHIP MAPPING RESEARCH METHODOLOGY
 - 2.5.1 VENDOR INCLUSION CRITERIA
- 2.6 ASSUMPTIONS FOR THE STUDY
- 2.7 LIMITATIONS OF THE STUDY

3 EXECUTIVE SUMMARY

4 PREMIUM INSIGHTS

- 4.1 ATTRACTIVE MARKET OPPORTUNITIES IN THE VOICE ANALYTICS MARKET
- 4.2 VOICE ANALYTICS MARKET, BY APPLICATION (2019-2024)
- 4.3 VOICE ANALYTICS MARKET, BY ORGANIZATION SIZE
- 4.4 VOICE ANALYTICS MARKET: MARKET SHARE ACROSS REGIONS

5 MARKET OVERVIEW AND INDUSTRY TRENDS

5.1 INTRODUCTION

5.2 MARKET DYNAMICS

5.2.1 DRIVERS

5.2.1.1 Growing need to extract insights from customer interactions

5.2.1.2 Rising demand to monitor and improve agent performance

5.2.1.3 Growing focus on risk and fraud detection

5.2.2 RESTRAINTS

5.2.2.1 Lack of accuracy in user authentication

5.2.3 OPPORTUNITIES

5.2.3.1 Impact of AI to improve individualized experiences

5.2.4 CHALLENGES

5.2.4.1 Lack of skilled workforce

5.2.4.2 Expensive integration of voice analytics solutions with predictive analytics

5.3 USE CASES

5.3.1 USE CASE: SCENARIO 1

5.3.2 USE CASE: SCENARIO 2

5.3.3 USE CASE: SCENARIO 3

5.4 INNOVATION SPOTLIGHT

5.4.1 ADVENT OF AI AND ML INTO VOICE ANALYTICS

5.4.2 EMERGENCE OF REAL-TIME INTO VOICE ANALYTICS

5.5 REGULATORY IMPLICATIONS

5.5.1 GENERAL DATA PROTECTION REGULATION

5.5.2 HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT (HIPPA)

5.5.3 DODD-FRANK WALL STREET REFORM AND CONSUMER PROTECTION

5.5.4 MARKET ABUSE REGULATION

5.5.5 2ND REVISION OF MARKETS IN FINANCIAL INSTRUMENTS DIRECTIVE

5.5.6 EUROPEAN BANKING REGULATIONS

6 VOICE ANALYTICS MARKET, BY APPLICATION

6.1 INTRODUCTION

6.2 SENTIMENT ANALYSIS

6.2.1 NEED FOR REAL-TIME INSIGHTS INTO CUSTOMER INTERACTIONS TO DRIVE THE ADOPTION OF VOICE ANALYTICS SOLUTIONS FOR SENTIMENT ANALYSIS

6.3 SALES AND MARKETING MANAGEMENT

6.3.1 NEED TO ENHANCE BRAND REPUTATION TO MAINTAIN COMPETITIVE

EDGE DRIVING THE ADOPTION OF VOICE ANALYTICS SOLUTIONS IN SALES AND MARKETING MANAGEMENT

6.4 RISK AND FRAUD DETECTION

6.4.1 NEED TO MITIGATE RISK AND REDUCE LOSS TO DRIVE THE ADOPTION OF VOICE ANALYTICS SOLUTIONS IN RISK AND FRAUD DETECTION

6.5 CALL MONITORING

6.5.1 NEED TO REDUCE CUSTOMER CHURN AND IMPROVE AGENT PERFORMANCE TO DRIVE THE ADOPTION OF VOICE ANALYTICS SOLUTIONS IN CALL MONITORING

6.6 OTHERS

7 VOICE ANALYTICS MARKET, BY COMPONENT

7.1 INTRODUCTION

7.2 SOLUTION

7.2.1 NEED FOR ANALYZING REAL-TIME CUSTOMER BEHAVIOUR TO DRIVE THE ADOPTION OF VOICE ANALYTICS SOLUTIONS

7.3 SERVICES

7.3.1 MANAGED SERVICES

7.3.1.1 Need for monitoring and maintaining software operations and reducing overhead costs to drive the demand for managed services

7.3.2 PROFESSIONAL SERVICES

7.3.2.1 Need for a strategic outlook exploring new avenues for improving business performance to drive the growth of professional services

7.3.2.1.1 Support and maintenance

7.3.2.1.2 Consulting services

8 VOICE ANALYTICS MARKET, BY DEPLOYMENT MODE

8.1 INTRODUCTION

8.2 CLOUD

8.2.1 GROWING IMPLEMENTATION, DATA ACCESSIBILITY, SCALABILITY, AND EASE OF USE TO DRIVE THE ADOPTION OF CLOUD-BASED VOICE ANALYTICS SOLUTIONS

8.3 ON-PREMISES

8.3.1 FLEXIBILITY TO INTEGRATE WITH A VARIETY OF THIRD-PARTY SOLUTIONS DRIVING THE ADOPTION OF ON-PREMISES VOICE ANALYTICS SOLUTIONS

9 VOICE ANALYTICS MARKET, BY ORGANIZATION SIZE

9.1 INTRODUCTION

9.2 SMALL AND MEDIUM-SIZED ENTERPRISES

9.2.1 NEED FOR VIABLE CLOUD-BASED ANALYTICS SOLUTIONS TO DRIVE THE ADOPTION OF VOICE ANALYTICS SOLUTIONS IN SMALL AND MEDIUM-SIZED ENTERPRISES

9.3 LARGE ENTERPRISES

9.3.1 INCREASING ADOPTION OF ADVANCED TECHNOLOGIES TO DRIVE THE ADOPTION OF VOICE ANALYTICS SOLUTIONS IN LARGE ENTERPRISES

10 VOICE ANALYTICS MARKET, BY VERTICAL

10.1 INTRODUCTION

10.2 BANKING, FINANCIAL SERVICES, AND INSURANCE

10.2.1 FOCUS ON COMPLIANCE WITH REGULATIONS AND FINANCIAL STANDARDS TO INCREASE THE DEMAND FOR VOICE ANALYTICS SOLUTIONS IN BFSI

10.3 RETAIL AND ECOMMERCE

10.3.1 UNDERSTANDING CUSTOMER BEHAVIOR IN REAL-TIME TO BOOST THE ADOPTION OF VOICE ANALYTICS SOLUTIONS IN RETAIL AND ECOMMERCE

10.4 TELECOMMUNICATION

10.4.1 BENEFITS SUCH AS REDUCED CHURN RATE, IMPROVED SERVICES, AND ENHANCED CUSTOMER LOYALTY TO FUEL THE ADOPTION OF VOICE ANALYTICS SOLUTIONS IN TELECOMMUNICATION

10.5 HEALTHCARE

10.5.1 GROWING DEMAND TO ACHIEVE BETTER PATIENT EXPERIENCE AND MEET REGULATIONS TO FUEL THE ADOPTION OF VOICE ANALYTICS SOLUTIONS IN HEALTHCARE

10.6 GOVERNMENT AND DEFENSE

10.6.1 NEED TO IMPROVE RELIABILITY AND EFFICIENCY OF PROCESSES TO DRIVE THE ADOPTION OF VOICE ANALYTICS SOLUTIONS IN GOVERNMENT AND DEFENSE

10.7 OTHERS

11 VOICE ANALYTICS MARKET, BY REGION

11.1 INTRODUCTION

11.2 NORTH AMERICA

11.2.1 UNITED STATES

11.2.1.1 Need to extract maximum value from customer interactions to fuel the demand for voice analytics solutions in the US

11.2.2 CANADA

11.2.2.1 Increase in investments and research activities to drive the adoption of voice analytics solutions in Canada

11.3 EUROPE

11.3.1 UNITED KINGDOM

11.3.1.1 Strong infrastructure and increasing investments to drive the adoption of voice analytics solutions in the UK

11.3.2 GERMANY

11.3.2.1 Government's focus on innovation and research to fuel the adoption of voice analytics solutions in Germany

11.3.3 FRANCE

11.3.3.1 Focus on R&D and heavy inflow of capital from global players and investors to fuel the adoption of voice analytics solutions in France

11.3.4 REST OF EUROPE

11.4 ASIA PACIFIC

11.4.1 CHINA

11.4.1.1 Increasing focus on integrating AI and deep learning technologies to drive the adoption of voice analytics solutions in China

11.4.2 JAPAN

11.4.2.1 Increasing investment in R&D by top companies to drive the adoption of voice analytics solutions in Japan

11.4.3 INDIA

11.4.3.1 Demand for superior customer experience to boost the adoption of voice analytics solutions in India

11.4.4 REST OF ASIA PACIFIC

11.5 LATIN AMERICA

11.5.1 BRAZIL

11.5.1.1 Need to diversify and offer enhanced services to drive the growth of voice analytics market in Brazil

11.5.2 MEXICO

11.5.2.1 Need to enhance customer experience and reduce costs to drive the growth of voice analytics market in Mexico

11.5.3 REST OF LATIN AMERICA

11.6 MIDDLE EAST AND AFRICA

11.6.1 MIDDLE EAST

11.6.1.1 Need to differentiate among competitors and improve business processes to

drive the growth of voice analytics market in the Middle East region

11.6.2 AFRICA

11.6.2.1 Improving economy and favorable government policies to drive the growth of voice analytics market in the African region

12 COMPETITIVE LANDSCAPE

12.1 COMPETITIVE LEADERSHIP MAPPING

12.1.1 VISIONARY LEADERS

12.1.2 INNOVATORS

12.1.3 DYNAMIC DIFFERENTIATORS

12.1.4 EMERGING COMPANIES

12.2 BUSINESS STRATEGY EXCELLENCE

12.3 STRENGTH OF PRODUCT OFFERINGS

12.4 RANKING OF KEY PLAYERS IN THE VOICE ANALYTICS MARKET, 2019

13 COMPANY PROFILES

13.1 INTRODUCTION

(Business Overview, Products, Solutions & Software, Key Insights, Recent Developments, SWOT Analysis, MnM View)*

13.2 VERINT SYSTEMS

13.3 NICE

13.4 AVAYA

13.5 THOUGHTSPOT

13.6 UNIPHORE

13.7 CALABRIO

13.8 TALKDESK

13.9 RANKMINER

13.10 VOICEBASE

13.11 BEYOND VERBAL

13.12 VOICESENSE

13.13 SESTEK

13.14 XDROID

13.15 INVOCA

13.16 AUDEERING

*Details on Business Overview, Products, Solutions & Software, Key Insights, Recent Developments, SWOT Analysis, MnM View might not be captured in case of unlisted companies.

14 APPENDIX

14.1 INDUSTRY EXPERTS

14.2 DISCUSSION GUIDE

14.3 KNOWLEDGE STORE: MARKETSandMARKETS' SUBSCRIPTION PORTAL

14.4 AVAILABLE CUSTOMIZATIONS

14.5 RELATED REPORTS

14.6 AUTHOR DETAILS

List Of Tables

LIST OF TABLES

TABLE 1 EVALUATION CRITERIA

TABLE 2 VOICE ANALYTICS MARKET SIZE AND GROWTH RATE, 2017–2024 (USD MILLION, Y-O-Y %)

TABLE 3 VOICE ANALYTICS MARKET SIZE, BY APPLICATION, 2017-2024 (USD MILLION)

TABLE 4 SENTIMENT ANALYSIS: VOICE ANALYTICS MARKET SIZE, BY REGION, 2017–2024 (USD MILLION)

TABLE 5 SALES AND MARKETING MANAGEMENT: VOICE ANALYTICS MARKET SIZE, BY REGION, 2017–2024 (USD MILLION)

TABLE 6 RISK AND FRAUD DETECTION: VOICE ANALYTICS MARKET SIZE, BY REGION, 2017–2024 (USD MILLION)

TABLE 7 CALL MONITORING: VOICE ANALYTICS MARKET SIZE, BY REGION, 2017–2024 (USD MILLION)

TABLE 8 OTHERS: VOICE ANALYTICS MARKET SIZE, BY REGION, 2017–2024 (USD MILLION)

TABLE 9 VOICE ANALYTICS MARKET SIZE, BY COMPONENT, 2017–2024 (USD MILLION)

TABLE 10 SOLUTION: VOICE ANALYTICS MARKET SIZE, BY REGION, 2017–2024 (USD MILLION)

TABLE 11 SERVICES: VOICE ANALYTICS MARKET SIZE, BY REGION, 2017–2024 (USD MILLION)

TABLE 12 SERVICES: VOICE ANALYTICS MARKET SIZE, BY TYPE, 2017–2024 (USD MILLION)

TABLE 13 MANAGED SERVICES: VOICE ANALYTICS MARKET SIZE, BY REGION, 2017–2024 (USD MILLION)

TABLE 14 PROFESSIONAL SERVICES: VOICE ANALYTICS MARKET SIZE, BY REGION, 2017–2024 (USD MILLION)

TABLE 15 VOICE ANALYTICS MARKET SIZE, BY DEPLOYMENT MODE, 2017–2024 (USD MILLION)

TABLE 16 CLOUD: VOICE ANALYTICS MARKET SIZE, BY REGION, 2017–2024 (USD MILLION)

TABLE 17 ON-PREMISES: VOICE ANALYTICS MARKET SIZE, BY REGION, 2017–2024 (USD MILLION)

TABLE 18 VOICE ANALYTICS MARKET SIZE, BY ORGANIZATION SIZE, 2017–2024 (USD MILLION)

TABLE 19 SMALL AND MEDIUM-SIZED ENTERPRISES: VOICE ANALYTICS MARKET SIZE, BY REGION, 2017–2024 (USD MILLION)

TABLE 20 LARGE ENTERPRISES: VOICE ANALYTICS MARKET SIZE, BY REGION, 2017–2024 (USD MILLION)

TABLE 21 VOICE ANALYTICS MARKET SIZE, BY VERTICAL, 2017-2024 (USD MILLION)

TABLE 22 BFSI: VOICE ANALYTICS MARKET SIZE, BY REGION, 2017–2024 (USD MILLION)

TABLE 23 RETAIL AND ECOMMERCE: VOICE ANALYTICS MARKET SIZE, BY REGION, 2017–2024 (USD MILLION)

TABLE 24 TELECOMMUNICATION: VOICE ANALYTICS MARKET SIZE, BY REGION, 2017–2024 (USD MILLION)

TABLE 25 HEALTHCARE: VOICE ANALYTICS MARKET SIZE, BY REGION, 2017–2024 (USD MILLION)

TABLE 26 GOVERNMENT AND DEFENSE: VOICE ANALYTICS MARKET SIZE, BY REGION, 2017–2024 (USD MILLION)

TABLE 27 OTHERS: VOICE ANALYTICS MARKET SIZE, BY REGION, 2017–2024 (USD MILLION)

TABLE 28 VOICE ANALYTICS MARKET SIZE, BY REGION, 2017–2024 (USD MILLION)

TABLE 29 NORTH AMERICA: VOICE ANALYTICS MARKET SIZE, BY COMPONENT, 2017–2024 (USD MILLION)

TABLE 30 NORTH AMERICA: VOICE ANALYTICS MARKET SIZE, BY SERVICE, 2017–2024 (USD MILLION)

TABLE 31 NORTH AMERICA: VOICE ANALYTICS MARKET SIZE, BY APPLICATION, 2017–2024 (USD MILLION)

TABLE 32 NORTH AMERICA: VOICE ANALYTICS MARKET SIZE, BY DEPLOYMENT MODE, 2017–2024 (USD MILLION)

TABLE 33 NORTH AMERICA: VOICE ANALYTICS MARKET SIZE, BY ORGANIZATION SIZE, 2017–2024 (USD MILLION)

TABLE 34 NORTH AMERICA: VOICE ANALYTICS MARKET SIZE, BY VERTICAL, 2017–2024 (USD MILLION)

TABLE 35 NORTH AMERICA: VOICE ANALYTICS MARKET SIZE, BY COUNTRY, 2017–2024 (USD MILLION)

TABLE 36 EUROPE: VOICE ANALYTICS MARKET SIZE, BY COMPONENT, 2017–2024 (USD MILLION)

TABLE 37 EUROPE: VOICE ANALYTICS MARKET SIZE, BY SERVICE, 2017–2024 (USD MILLION)

TABLE 38 EUROPE: VOICE ANALYTICS MARKET SIZE, BY DEPLOYMENT MODE,

2017–2024 (USD MILLION)

TABLE 39 EUROPE: VOICE ANALYTICS MARKET SIZE, BY ORGANIZATION SIZE, 2017–2024 (USD MILLION)

TABLE 40 EUROPE: VOICE ANALYTICS MARKET SIZE, BY APPLICATION, 2017–2024 (USD MILLION)

TABLE 41 EUROPE: VOICE ANALYTICS MARKET SIZE, BY VERTICAL, 2017–2024 (USD MILLION)

TABLE 42 EUROPE: VOICE ANALYTICS MARKET SIZE, BY COUNTRY, 2017–2024 (USD MILLION)

TABLE 43 ASIA PACIFIC: VOICE ANALYTICS MARKET SIZE, BY COMPONENT, 2017–2024 (USD MILLION)

TABLE 44 ASIA PACIFIC: VOICE ANALYTICS MARKET SIZE, BY SERVICE, 2017–2024 (USD MILLION)

TABLE 45 ASIA PACIFIC: VOICE ANALYTICS MARKET SIZE, BY DEPLOYMENT MODE, 2017–2024 (USD MILLION)

TABLE 46 ASIA PACIFIC: VOICE ANALYTICS MARKET SIZE, BY ORGANIZATION SIZE, 2017–2024 (USD MILLION)

TABLE 47 ASIA PACIFIC: VOICE ANALYTICS MARKET SIZE, BY APPLICATION, 2017–2024 (USD MILLION)

TABLE 48 ASIA PACIFIC: VOICE ANALYTICS MARKET SIZE, BY VERTICAL, 2017–2024 (USD MILLION)

TABLE 49 ASIA PACIFIC: VOICE ANALYTICS MARKET SIZE, BY COUNTRY, 2017–2024 (USD MILLION)

TABLE 50 LATIN AMERICA: VOICE ANALYTICS MARKET SIZE, BY COMPONENT, 2017–2024 (USD MILLION)

TABLE 51 LATIN AMERICA: VOICE ANALYTICS MARKET SIZE, BY SERVICE, 2017–2024 (USD MILLION)

TABLE 52 LATIN AMERICA: VOICE ANALYTICS MARKET SIZE, BY DEPLOYMENT MODE, 2017–2024 (USD MILLION)

TABLE 53 LATIN AMERICA: VOICE ANALYTICS MARKET SIZE, BY ORGANIZATION SIZE, 2017–2024 (USD MILLION)

TABLE 54 LATIN AMERICA: VOICE ANALYTICS MARKET SIZE, BY APPLICATION, 2017–2024 (USD MILLION)

TABLE 55 LATIN AMERICA: VOICE ANALYTICS MARKET SIZE, BY VERTICAL, 2017–2024 (USD MILLION)

TABLE 56 LATIN AMERICA: VOICE ANALYTICS MARKET SIZE, BY COUNTRY, 2017–2024 (USD MILLION)

TABLE 57 MIDDLE EAST AND AFRICA: VOICE ANALYTICS MARKET SIZE, BY COMPONENT, 2017–2024 (USD MILLION)

TABLE 58 MIDDLE EAST AND AFRICA: VOICE ANALYTICS MARKET SIZE, BY SERVICE, 2017–2024 (USD MILLION)

TABLE 59 MIDDLE EAST AND AFRICA: VOICE ANALYTICS MARKET SIZE, BY DEPLOYMENT MODE, 2017–2024 (USD MILLION)

TABLE 60 MIDDLE EAST AND AFRICA: VOICE ANALYTICS MARKET SIZE, BY ORGANIZATION SIZE, 2017–2024 (USD MILLION)

TABLE 61 MIDDLE EAST AND AFRICA: VOICE ANALYTICS MARKET SIZE, BY APPLICATION, 2017–2024 (USD MILLION)

TABLE 62 MIDDLE EAST AND AFRICA: VOICE ANALYTICS MARKET SIZE, BY VERTICAL, 2017–2024 (USD MILLION)

TABLE 63 MIDDLE EAST AND AFRICA: VOICE ANALYTICS MARKET SIZE, BY COUNTRY, 2017–2024 (USD MILLION)

List Of Figures

LIST OF FIGURES

FIGURE 1 GLOBAL VOICE ANALYTICS MARKET: RESEARCH DESIGN

FIGURE 2 VOICE ANALYTICS MARKET: TOP-DOWN AND BOTTOM-UP APPROACHES

FIGURE 3 FACTOR ANALYSIS

FIGURE 4 VOICE ANALYTICS MARKET OVERVIEW

FIGURE 5 VOICE ANALYTICS MARKET TO WITNESS HIGH GROWTH DURING THE FORECAST PERIOD

FIGURE 6 VOICE ANALYTICS MARKET, BY COMPONENT (2019 VS. 2024)

FIGURE 7 VOICE ANALYTICS MARKET, BY DEPLOYMENT MODEL (2019–2024)

FIGURE 8 GROWING NEED TO ENHANCE CUSTOMER EXPERIENCE TO DRIVE THE VOICE ANALYTICS MARKET

FIGURE 9 VOICE ANALYTICS MARKET, BY APPLICATION (2019–2024)

FIGURE 10 VOICE ANALYTICS MARKET, BY ORGANIZATION SIZE (2019 VS.2024)

FIGURE 11 NORTH AMERICA TO ACCOUNT FOR THE HIGHEST MARKET SHARE IN 2019

FIGURE 12 DRIVERS, RESTRAINTS, OPPORTUNITIES, AND CHALLENGES: VOICE ANALYTICS MARKET

FIGURE 13 SENTIMENT ANALYSIS TO WITNESS THE HIGHEST CAGR DURING THE FORECAST PERIOD

FIGURE 14 SERVICES SEGMENT TO GROW AT A HIGHER CAGR DURING THE FORECAST PERIOD

FIGURE 15 MANAGED SERVICES SEGMENT TO GROW AT A HIGHER CAGR DURING THE FORECAST PERIOD

FIGURE 16 CLOUD DEPLOYMENT MODE TO GROW AT A HIGHER CAGR DURING THE FORECAST PERIOD

FIGURE 17 SMALL AND MEDIUM-SIZED ENTERPRISES SEGMENT TO GROW AT A HIGHER CAGR DURING THE FORECAST PERIOD

FIGURE 18 RETAIL AND ECOMMERCE VERTICAL TO WITNESS THE HIGHEST CAGR DURING THE FORECAST PERIOD

FIGURE 19 NORTH AMERICA TO HOLD THE LARGEST MARKET SIZE DURING THE FORECAST PERIOD

FIGURE 20 JAPAN TO HOLD THE HIGHEST CAGR DURING THE FORECAST

PERIOD

FIGURE 21 ASIA PACIFIC TO HOLD THE HIGHEST CAGR DURING THE FORECAST PERIOD

FIGURE 22 NORTH AMERICA: MARKET SNAPSHOT

FIGURE 23 HEALTHCARE TO GROW AT THE HIGHEST CAGR DURING THE FORECAST PERIOD IN NORTH AMERICA

FIGURE 24 HEALTHCARE VERTICAL TO GROW AT THE HIGHEST CAGR DURING THE FORECAST PERIOD IN EUROPE

FIGURE 25 ASIA PACIFIC: MARKET SNAPSHOT

FIGURE 26 RETAIL AND ECOMMERCE VERTICAL TO GROW AT THE HIGHEST CAGR DURING

THE FORECAST PERIOD IN ASIA PACIFIC

FIGURE 27 HEALTHCARE VERTICAL TO GROW AT THE HIGHEST CAGR DURING THE FORECAST PERIOD IN LATIN AMERICA

FIGURE 28 RETAIL AND ECOMMERCE VERTICAL TO GROW AT THE HIGHEST CAGR DURING

THE FORECAST PERIOD IN MIDDLE EAST AND AFRICA

FIGURE 29 VOICE ANALYTICS MARKET (GLOBAL) COMPETITIVE LEADERSHIP MAPPING, 2019

FIGURE 30 VERINT SYSTEMS: COMPANY SNAPSHOT

FIGURE 31 VERINT SYSTEMS: SWOT ANALYSIS

FIGURE 32 NICE: COMPANY SNAPSHOT

FIGURE 33 NICE: SWOT ANALYSIS

FIGURE 34 AVAYA: COMPANY SNAPSHOT

FIGURE 35 AVAYA: SWOT ANALYSIS

FIGURE 36 THOUGHTSPOT: SWOT ANALYSIS

FIGURE 37 UNIPHORE: SWOT ANALYSIS

I would like to order

Product name: Voice Analytics Market by Component (Solution and Services), Application (Sentiment Analysis, Sales and Marketing Management, and Call Monitoring), Deployment Model, Organization Size, Vertical, and Region - Global Forecast to 2024

Product link: <https://marketpublishers.com/r/V078E7B8C06EN.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/V078E7B8C06EN.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