

Customer Self-Service Software-EMEA Market Status and Trend Report 2013-2023

<https://marketpublishers.com/r/C9895BE8A55EN.html>

Date: February 2018

Pages: 143

Price: US\$ 3,480.00 (Single User License)

ID: C9895BE8A55EN

Abstracts

Report Summary

Customer Self-Service Software-EMEA Market Status and Trend Report 2013-2023 offers a comprehensive analysis on Customer Self-Service Software industry, standing on the readers' perspective, delivering detailed market data and penetrating insights. No matter the client is industry insider, potential entrant or investor, the report will provides useful data and information. Key questions answered by this report include:

Whole EMEA and Regional Market Size of Customer Self-Service Software 2013-2017, and development forecast 2018-2023

Main market players of Customer Self-Service Software in EMEA, with company and product introduction, position in the Customer Self-Service Software market

Market status and development trend of Customer Self-Service Software by types and applications

Cost and profit status of Customer Self-Service Software, and marketing status

Market growth drivers and challenges

The report segments the EMEA Customer Self-Service Software market as:

EMEA Customer Self-Service Software Market: Regional Segment Analysis (Regional Consumption Volume, Consumption Volume, Revenue and Growth Rate 2013-2023):

Europe

Middle East

Africa

EMEA Customer Self-Service Software Market: Product Type Segment Analysis (Consumption Volume, Average Price, Revenue, Market Share and Trend 2013-2023):

Cloud
On-premise

EMEA Customer Self-Service Software Market: Application Segment Analysis (Consumption Volume and Market Share 2013-2023; Downstream Customers and Market Analysis)

Banking
Manufacturing
Retail & E-commerce
Education
Media & Entertainment
Healthcare & Life Sciences
Others

EMEA Customer Self-Service Software Market: Players Segment Analysis (Company and Product introduction, Customer Self-Service Software Sales Volume, Revenue, Price and Gross Margin):

Microsoft Corporation
Nuance Communications
Oracle Corporation
SAP SE
Salesforce
Aspect Software
Avaya
BMC
Verint

In a word, the report provides detailed statistics and analysis on the state of the industry; and is a valuable source of guidance and direction for companies and individuals interested in the market.

Contents

CHAPTER 1 OVERVIEW OF CUSTOMER SELF-SERVICE SOFTWARE

- 1.1 Definition of Customer Self-Service Software in This Report
- 1.2 Commercial Types of Customer Self-Service Software
 - 1.2.1 Cloud
 - 1.2.2 On-premise
- 1.3 Downstream Application of Customer Self-Service Software
 - 1.3.1 Banking
 - 1.3.2 Manufacturing
 - 1.3.3 Retail & E-commerce
 - 1.3.4 Education
 - 1.3.5 Media & Entertainment
 - 1.3.6 Healthcare & Life Sciences
 - 1.3.7 Others
- 1.4 Development History of Customer Self-Service Software
- 1.5 Market Status and Trend of Customer Self-Service Software 2013-2023
 - 1.5.1 EMEA Customer Self-Service Software Market Status and Trend 2013-2023
 - 1.5.2 Regional Customer Self-Service Software Market Status and Trend 2013-2023

CHAPTER 2 EMEA MARKET STATUS AND FORECAST BY REGIONS

- 2.1 Market Status of Customer Self-Service Software in EMEA 2013-2017
- 2.2 Consumption Market of Customer Self-Service Software in EMEA by Regions
 - 2.2.1 Consumption Volume of Customer Self-Service Software in EMEA by Regions
 - 2.2.2 Revenue of Customer Self-Service Software in EMEA by Regions
- 2.3 Market Analysis of Customer Self-Service Software in EMEA by Regions
 - 2.3.1 Market Analysis of Customer Self-Service Software in Europe 2013-2017
 - 2.3.2 Market Analysis of Customer Self-Service Software in Middle East 2013-2017
 - 2.3.3 Market Analysis of Customer Self-Service Software in Africa 2013-2017
- 2.4 Market Development Forecast of Customer Self-Service Software in EMEA 2018-2023
 - 2.4.1 Market Development Forecast of Customer Self-Service Software in EMEA 2018-2023
 - 2.4.2 Market Development Forecast of Customer Self-Service Software by Regions 2018-2023

CHAPTER 3 EMEA MARKET STATUS AND FORECAST BY TYPES

3.1 Whole EMEA Market Status by Types

3.1.1 Consumption Volume of Customer Self-Service Software in EMEA by Types

3.1.2 Revenue of Customer Self-Service Software in EMEA by Types

3.2 EMEA Market Status by Types in Major Countries

3.2.1 Market Status by Types in Europe

3.2.2 Market Status by Types in Middle East

3.2.3 Market Status by Types in Africa

3.3 Market Forecast of Customer Self-Service Software in EMEA by Types

CHAPTER 4 EMEA MARKET STATUS AND FORECAST BY DOWNSTREAM INDUSTRY

4.1 Demand Volume of Customer Self-Service Software in EMEA by Downstream Industry

4.2 Demand Volume of Customer Self-Service Software by Downstream Industry in Major Countries

4.2.1 Demand Volume of Customer Self-Service Software by Downstream Industry in Europe

4.2.2 Demand Volume of Customer Self-Service Software by Downstream Industry in Middle East

4.2.3 Demand Volume of Customer Self-Service Software by Downstream Industry in Africa

4.3 Market Forecast of Customer Self-Service Software in EMEA by Downstream Industry

CHAPTER 5 MARKET DRIVING FACTOR ANALYSIS OF CUSTOMER SELF-SERVICE SOFTWARE

5.1 EMEA Economy Situation and Trend Overview

5.2 Customer Self-Service Software Downstream Industry Situation and Trend Overview

CHAPTER 6 CUSTOMER SELF-SERVICE SOFTWARE MARKET COMPETITION STATUS BY MAJOR PLAYERS IN EMEA

6.1 Sales Volume of Customer Self-Service Software in EMEA by Major Players

6.2 Revenue of Customer Self-Service Software in EMEA by Major Players

6.3 Basic Information of Customer Self-Service Software by Major Players

6.3.1 Headquarters Location and Established Time of Customer Self-Service Software Major Players

6.3.2 Employees and Revenue Level of Customer Self-Service Software Major Players

6.4 Market Competition News and Trend

6.4.1 Merger, Consolidation or Acquisition News

6.4.2 Investment or Disinvestment News

6.4.3 New Product Development and Launch

CHAPTER 7 CUSTOMER SELF-SERVICE SOFTWARE MAJOR MANUFACTURERS INTRODUCTION AND MARKET DATA

7.1 Microsoft Corporation

7.1.1 Company profile

7.1.2 Representative Customer Self-Service Software Product

7.1.3 Customer Self-Service Software Sales, Revenue, Price and Gross Margin of Microsoft Corporation

7.2 Nuance Communications

7.2.1 Company profile

7.2.2 Representative Customer Self-Service Software Product

7.2.3 Customer Self-Service Software Sales, Revenue, Price and Gross Margin of Nuance Communications

7.3 Oracle Corporation

7.3.1 Company profile

7.3.2 Representative Customer Self-Service Software Product

7.3.3 Customer Self-Service Software Sales, Revenue, Price and Gross Margin of Oracle Corporation

7.4 SAP SE

7.4.1 Company profile

7.4.2 Representative Customer Self-Service Software Product

7.4.3 Customer Self-Service Software Sales, Revenue, Price and Gross Margin of SAP SE

7.5 Salesforce

7.5.1 Company profile

7.5.2 Representative Customer Self-Service Software Product

7.5.3 Customer Self-Service Software Sales, Revenue, Price and Gross Margin of Salesforce

7.6 Aspect Software

7.6.1 Company profile

7.6.2 Representative Customer Self-Service Software Product

7.6.3 Customer Self-Service Software Sales, Revenue, Price and Gross Margin of Aspect Software

7.7 Avaya

7.7.1 Company profile

7.7.2 Representative Customer Self-Service Software Product

7.7.3 Customer Self-Service Software Sales, Revenue, Price and Gross Margin of Avaya

7.8 BMC

7.8.1 Company profile

7.8.2 Representative Customer Self-Service Software Product

7.8.3 Customer Self-Service Software Sales, Revenue, Price and Gross Margin of BMC

7.9 Verint

7.9.1 Company profile

7.9.2 Representative Customer Self-Service Software Product

7.9.3 Customer Self-Service Software Sales, Revenue, Price and Gross Margin of Verint

CHAPTER 8 UPSTREAM AND DOWNSTREAM MARKET ANALYSIS OF CUSTOMER SELF-SERVICE SOFTWARE

8.1 Industry Chain of Customer Self-Service Software

8.2 Upstream Market and Representative Companies Analysis

8.3 Downstream Market and Representative Companies Analysis

CHAPTER 9 COST AND GROSS MARGIN ANALYSIS OF CUSTOMER SELF-SERVICE SOFTWARE

9.1 Cost Structure Analysis of Customer Self-Service Software

9.2 Raw Materials Cost Analysis of Customer Self-Service Software

9.3 Labor Cost Analysis of Customer Self-Service Software

9.4 Manufacturing Expenses Analysis of Customer Self-Service Software

CHAPTER 10 MARKETING STATUS ANALYSIS OF CUSTOMER SELF-SERVICE SOFTWARE

10.1 Marketing Channel

10.1.1 Direct Marketing

10.1.2 Indirect Marketing

- 10.1.3 Marketing Channel Development Trend
- 10.2 Market Positioning
 - 10.2.1 Pricing Strategy
 - 10.2.2 Brand Strategy
 - 10.2.3 Target Client
- 10.3 Distributors/Traders List

CHAPTER 11 REPORT CONCLUSION

CHAPTER 12 RESEARCH METHODOLOGY AND REFERENCE

- 12.1 Methodology/Research Approach
 - 12.1.1 Research Programs/Design
 - 12.1.2 Market Size Estimation
 - 12.1.3 Market Breakdown and Data Triangulation
- 12.2 Data Source
 - 12.2.1 Secondary Sources
 - 12.2.2 Primary Sources
- 12.3 Reference

I would like to order

Product name: Customer Self-Service Software-EMEA Market Status and Trend Report 2013-2023

Product link: <https://marketpublishers.com/r/C9895BE8A55EN.html>

Price: US\$ 3,480.00 (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/C9895BE8A55EN.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