

# Social CRM Software-North America Market Status and Trend Report 2013-2023

https://marketpublishers.com/r/S6201BFD8A25EN.html

Date: March 2020

Pages: 139

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

ID: S6201BFD8A25EN

### **Abstracts**

### **Report Summary**

Social CRM Software-North America Market Status and Trend Report 2013-2023 offers a comprehensive analysis on Social CRM 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 North America and Regional Market Size of Social CRM Software 2013-2017, and development forecast 2018-2023

Main market players of Social CRM Software in North America, with company and product introduction, position in the Social CRM Software market

Market status and development trend of Social CRM Software by types and applications

Cost and profit status of Social CRM Software, and marketing status

Market growth drivers and challenges

The report segments the North America Social CRM Software market as:

North America Social CRM Software Market: Regional Segment Analysis (Regional Consumption Volume, Consumption Volume, Revenue and Growth Rate 2013-2023): United States

Canada

Mexico

North America Social CRM Software Market: Product Type Segment Analysis (Consumption Volume, Average Price, Revenue, Market Share and Trend 2013-2023):



#### Cloud-Based

#### **On-Premises**

North America Social CRM Software Market: Application Segment Analysis (Consumption Volume and Market Share 2013-2023; Downstream Customers and Market Analysis)

Large Enterprises(1000+ Users)

Medium-Sized Enterprise (499-1000 Users)

Small Enterprises (1-499 Users)

North America Social CRM Software Market: Players Segment Analysis (Company and Product introduction, Social CRM Software Sales Volume, Revenue, Price and Gross Margin):

**Talkspirit** 

SeoToaster CRM

Freshsales

Zoho CRM

NapoleonCat

Zendesk

Agorapulse

Insightly

Sprout Social

Nimble

SalesSeek

Yodle

Highrise CRM

Infor CRM

Sendible

NABD System

SugarCRM

Sage CRM

Jive

Relenta

**Driftrock Flow** 

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 SOCIAL CRM SOFTWARE**

- 1.1 Definition of Social CRM Software in This Report
- 1.2 Commercial Types of Social CRM Software
  - 1.2.1 Cloud-Based
  - 1.2.2 On-Premises
- 1.3 Downstream Application of Social CRM Software
  - 1.3.1 Large Enterprises(1000+ Users)
  - 1.3.2 Medium-Sized Enterprise(499-1000 Users)
  - 1.3.3 Small Enterprises(1-499 Users)
- 1.4 Development History of Social CRM Software
- 1.5 Market Status and Trend of Social CRM Software 2013-2023
- 1.5.1 North America Social CRM Software Market Status and Trend 2013-2023
- 1.5.2 Regional Social CRM Software Market Status and Trend 2013-2023

#### CHAPTER 2 NORTH AMERICA MARKET STATUS AND FORECAST BY REGIONS

- 2.1 Market Status of Social CRM Software in North America 2013-2017
- 2.2 Consumption Market of Social CRM Software in North America by Regions
  - 2.2.1 Consumption Volume of Social CRM Software in North America by Regions
  - 2.2.2 Revenue of Social CRM Software in North America by Regions
- 2.3 Market Analysis of Social CRM Software in North America by Regions
  - 2.3.1 Market Analysis of Social CRM Software in United States 2013-2017
  - 2.3.2 Market Analysis of Social CRM Software in Canada 2013-2017
  - 2.3.3 Market Analysis of Social CRM Software in Mexico 2013-2017
- 2.4 Market Development Forecast of Social CRM Software in North America 2018-2023
- 2.4.1 Market Development Forecast of Social CRM Software in North America 2018-2023
  - 2.4.2 Market Development Forecast of Social CRM Software by Regions 2018-2023

### **CHAPTER 3 NORTH AMERICA MARKET STATUS AND FORECAST BY TYPES**

- 3.1 Whole North America Market Status by Types
  - 3.1.1 Consumption Volume of Social CRM Software in North America by Types
  - 3.1.2 Revenue of Social CRM Software in North America by Types
- 3.2 North America Market Status by Types in Major Countries
- 3.2.1 Market Status by Types in United States



- 3.2.2 Market Status by Types in Canada
- 3.2.3 Market Status by Types in Mexico
- 3.3 Market Forecast of Social CRM Software in North America by Types

# CHAPTER 4 NORTH AMERICA MARKET STATUS AND FORECAST BY DOWNSTREAM INDUSTRY

- 4.1 Demand Volume of Social CRM Software in North America by Downstream Industry
- 4.2 Demand Volume of Social CRM Software by Downstream Industry in Major Countries
- 4.2.1 Demand Volume of Social CRM Software by Downstream Industry in United States
- 4.2.2 Demand Volume of Social CRM Software by Downstream Industry in Canada
- 4.2.3 Demand Volume of Social CRM Software by Downstream Industry in Mexico
- 4.3 Market Forecast of Social CRM Software in North America by Downstream Industry

#### CHAPTER 5 MARKET DRIVING FACTOR ANALYSIS OF SOCIAL CRM SOFTWARE

- 5.1 North America Economy Situation and Trend Overview
- 5.2 Social CRM Software Downstream Industry Situation and Trend Overview

# CHAPTER 6 SOCIAL CRM SOFTWARE MARKET COMPETITION STATUS BY MAJOR PLAYERS IN NORTH AMERICA

- 6.1 Sales Volume of Social CRM Software in North America by Major Players
- 6.2 Revenue of Social CRM Software in North America by Major Players
- 6.3 Basic Information of Social CRM Software by Major Players
- 6.3.1 Headquarters Location and Established Time of Social CRM Software Major Players
- 6.3.2 Employees and Revenue Level of Social CRM 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 SOCIAL CRM SOFTWARE MAJOR MANUFACTURERS INTRODUCTION AND MARKET DATA

### 7.1 Talkspirit



- 7.1.1 Company profile
- 7.1.2 Representative Social CRM Software Product
- 7.1.3 Social CRM Software Sales, Revenue, Price and Gross Margin of Talkspirit
- 7.2 SeoToaster CRM
  - 7.2.1 Company profile
  - 7.2.2 Representative Social CRM Software Product
- 7.2.3 Social CRM Software Sales, Revenue, Price and Gross Margin of SeoToaster CRM
- 7.3 Freshsales
  - 7.3.1 Company profile
  - 7.3.2 Representative Social CRM Software Product
  - 7.3.3 Social CRM Software Sales, Revenue, Price and Gross Margin of Freshsales
- 7.4 Zoho CRM
  - 7.4.1 Company profile
  - 7.4.2 Representative Social CRM Software Product
  - 7.4.3 Social CRM Software Sales, Revenue, Price and Gross Margin of Zoho CRM
- 7.5 NapoleonCat
  - 7.5.1 Company profile
  - 7.5.2 Representative Social CRM Software Product
  - 7.5.3 Social CRM Software Sales, Revenue, Price and Gross Margin of NapoleonCat
- 7.6 Zendesk
  - 7.6.1 Company profile
  - 7.6.2 Representative Social CRM Software Product
  - 7.6.3 Social CRM Software Sales, Revenue, Price and Gross Margin of Zendesk
- 7.7 Agorapulse
  - 7.7.1 Company profile
  - 7.7.2 Representative Social CRM Software Product
  - 7.7.3 Social CRM Software Sales, Revenue, Price and Gross Margin of Agorapulse
- 7.8 Insightly
  - 7.8.1 Company profile
  - 7.8.2 Representative Social CRM Software Product
  - 7.8.3 Social CRM Software Sales, Revenue, Price and Gross Margin of Insightly
- 7.9 Sprout Social
  - 7.9.1 Company profile
  - 7.9.2 Representative Social CRM Software Product
  - 7.9.3 Social CRM Software Sales, Revenue, Price and Gross Margin of Sprout Social
- 7.10 Nimble
  - 7.10.1 Company profile
- 7.10.2 Representative Social CRM Software Product



- 7.10.3 Social CRM Software Sales, Revenue, Price and Gross Margin of Nimble
- 7.11 SalesSeek
  - 7.11.1 Company profile
  - 7.11.2 Representative Social CRM Software Product
  - 7.11.3 Social CRM Software Sales, Revenue, Price and Gross Margin of SalesSeek
- 7.12 Yodle
  - 7.12.1 Company profile
  - 7.12.2 Representative Social CRM Software Product
  - 7.12.3 Social CRM Software Sales, Revenue, Price and Gross Margin of Yodle
- 7.13 Highrise CRM
  - 7.13.1 Company profile
  - 7.13.2 Representative Social CRM Software Product
- 7.13.3 Social CRM Software Sales, Revenue, Price and Gross Margin of Highrise CRM
- 7.14 Infor CRM
  - 7.14.1 Company profile
  - 7.14.2 Representative Social CRM Software Product
  - 7.14.3 Social CRM Software Sales, Revenue, Price and Gross Margin of Infor CRM
- 7.15 Sendible
  - 7.15.1 Company profile
  - 7.15.2 Representative Social CRM Software Product
  - 7.15.3 Social CRM Software Sales, Revenue, Price and Gross Margin of Sendible
- 7.16 NABD System
- 7.17 SugarCRM
- 7.18 Sage CRM
- 7.19 Jive
- 7.20 Relenta
- 7.21 Driftrock Flow

# CHAPTER 8 UPSTREAM AND DOWNSTREAM MARKET ANALYSIS OF SOCIAL CRM SOFTWARE

- 8.1 Industry Chain of Social CRM 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 SOCIAL CRM SOFTWARE



- 9.1 Cost Structure Analysis of Social CRM Software
- 9.2 Raw Materials Cost Analysis of Social CRM Software
- 9.3 Labor Cost Analysis of Social CRM Software
- 9.4 Manufacturing Expenses Analysis of Social CRM Software

### CHAPTER 10 MARKETING STATUS ANALYSIS OF SOCIAL CRM 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: Social CRM Software-North America Market Status and Trend Report 2013-2023

Product link: <a href="https://marketpublishers.com/r/S6201BFD8A25EN.html">https://marketpublishers.com/r/S6201BFD8A25EN.html</a>

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 <a href="https://marketpublishers.com/r/S6201BFD8A25EN.html">https://marketpublishers.com/r/S6201BFD8A25EN.html</a>

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	
	Custumer signature	

Please, note that by ordering from marketpublishers.com you are agreeing to our Terms & Conditions at <a href="https://marketpublishers.com/docs/terms.html">https://marketpublishers.com/docs/terms.html</a>

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