

Call Centre Workforce Management Software Market, Global Outlook and Forecast 2022-2028

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Abstracts

Contact center workforce software is used by companies to manage their call center employees' schedules, activities, and performance.

This report contains market size and forecasts of Call Centre Workforce Management Software in Global, including the following market information:

Global Call Centre Workforce Management Software Market Revenue, 2017-2022, 2023-2028, (\$ millions)

Global top five companies in 2021 (%)

The global Call Centre Workforce Management Software market was valued at million in 2021 and is projected to reach US\$ million by 2028, at a CAGR of % during the forecast period.

The U.S. Market is Estimated at \$ Million in 2021, While China is Forecast to Reach \$ Million by 2028.

On-Premises Segment to Reach \$ Million by 2028, with a % CAGR in next six years.

The global key manufacturers of Call Centre Workforce Management Software include Aspect, Genesys, Avaya, Calabrio, NICE, Five9, 8x8, Monet Software and Injixo, etc. In 2021, the global top five players have a share approximately % in terms of revenue.

MARKET MONITOR GLOBAL, INC (MMG) has surveyed the Call Centre Workforce Management Software companies, and industry experts on this industry, involving the

revenue, demand, product type, recent developments and plans, industry trends, drivers, challenges, obstacles, and potential risks.

Total Market by Segment:

Global Call Centre Workforce Management Software Market, by Type, 2017-2022, 2023-2028 (\$ millions)

Global Call Centre Workforce Management Software Market Segment Percentages, by Type, 2021 (%)

On-Premises

Cloud Based

Global Call Centre Workforce Management Software Market, by Application, 2017-2022, 2023-2028 (\$ millions)

Global Call Centre Workforce Management Software Market Segment Percentages, by Application, 2021 (%)

Large Enterprised

SMEs

Global Call Centre Workforce Management Software Market, By Region and Country, 2017-2022, 2023-2028 (\$ Millions)

Global Call Centre Workforce Management Software Market Segment Percentages, By Region and Country, 2021 (%)

North America

US

Canada

Mexico

Europe

Germany

France

U.K.

Italy

Russia

Nordic Countries

Benelux

Rest of Europe

Asia

China

Japan

South Korea

Southeast Asia

India

Rest of Asia

South America

Brazil

Argentina

Rest of South America

Middle East & Africa

Turkey

Israel

Saudi Arabia

UAE

Rest of Middle East & Africa

Competitor Analysis

The report also provides analysis of leading market participants including:

Key companies Call Centre Workforce Management Software revenues in global market, 2017-2022 (estimated), (\$ millions)

Key companies Call Centre Workforce Management Software revenues share in global market, 2021 (%)

Further, the report presents profiles of competitors in the market, key players include:

Aspect

Genesys

Avaya

Calabrio

NICE

Five9

8x8

Monet Software

Injixo

Dixa

Mattersight

Verint

PlayVox

Nectar Desk

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