

Cloud-Based Contact Centers Market, Global Outlook and Forecast 2022-2028

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Abstracts

This report contains market size and forecasts of Cloud-Based Contact Centers in Global, including the following market information:

Global Cloud-Based Contact Centers Market Revenue, 2017-2022, 2023-2028, (\$ millions)

Global top five companies in 2021 (%)

The global Cloud-Based Contact Centers market was valued at 13200 million in 2021 and is projected to reach US\$ 43100 million by 2028, at a CAGR of 18.4% during the forecast period.

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

Automatic Call Distribution (ACD) Segment to Reach \$ Million by 2028, with a % CAGR in next six years.

The global key manufacturers of Cloud-Based Contact Centers include 8x8, Inc, Five9, Inc, Cisco Systems, Genesys Telecommunications Laboratories, Oracle, Nice-Systems, Newvoicemedia, 3clogic and Connect First, etc. In 2021, the global top five players have a share approximately % in terms of revenue.

MARKET MONITOR GLOBAL, INC (MMG) has surveyed the Cloud-Based Contact Centers 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 Cloud-Based Contact Centers Market, by Type, 2017-2022, 2023-2028 (\$ millions)

Global Cloud-Based Contact Centers Market Segment Percentages, by Type, 2021 (%)

Automatic Call Distribution (ACD)

Agent Performance Optimization (APO)

Dialers

Interactive Voice Response (IVR)

Computer Telephony Integration (CTI)

Other

Global Cloud-Based Contact Centers Market, by Application, 2017-2022, 2023-2028 (\$ millions)

Global Cloud-Based Contact Centers Market Segment Percentages, by Application, 2021 (%)

BFSI

IT and Telecom

Retail

Government and Public Sector

Healthcare and Life Sciences

Manufacturing

Other

Global Cloud-Based Contact Centers Market, By Region and Country, 2017-2022,
2023-2028 (\$ Millions)

Global Cloud-Based Contact Centers 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 Cloud-Based Contact Centers revenues in global market, 2017-2022 (estimated), (\$ millions)

Key companies Cloud-Based Contact Centers revenues share in global market, 2021 (%)

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

8x8, Inc

Five9, Inc

Cisco Systems

Genesys Telecommunications Laboratories

Oracle

Nice-Systems

Newvoicemedia

3clogic

Connect First

Aspect Software

Incontact

Interactive Intelligence Group

Broadsoft

West Corporation

Liveops Cloud

Evolve IP

Mitel Networks

Ozonetel Systems

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