

Computer Telephony Integration Software Market - Global Outlook and Forecast 2022-2028

<https://marketpublishers.com/r/C53F597BC6EDEN.html>

Date: January 2022

Pages: 110

Price: US\$ 3,250.00 (Single User License)

ID: C53F597BC6EDEN

Abstracts

Computer telephony integration, also called computer–telephone integration or CTI, is a common name for any technology that allows interactions on a telephone and a computer to be integrated or coordinated. CTI (Computer Telephony Integration) software enables you to control your phone or phone system from your computer. CTI is often used as a jargon term for describing integrations between a phone system and a customer relationship management (CRM) system that has already been deployed. These integrations add features to enhance both systems and help agents better handle interactions.

This report contains market size and forecasts of Computer Telephony Integration Software in Global, including the following market information:

Global Computer Telephony Integration Software Market Revenue, 2017-2022, 2023-2028, (\$ millions)

Global top five companies in 2021 (%)

The global Computer Telephony Integration Software market was valued at 1780.2 million in 2021 and is projected to reach US\$ 5477.6 million by 2028, at a CAGR of 17.4% during the forecast period.

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

Cloud Based Segment to Reach \$ Million by 2028, with a % CAGR in next six years.

The global key manufacturers of Computer Telephony Integration Software include Five9, Salesforce, RingCentral, Twilio, Enghouse Interactive, NewVoiceMedia (Vonage), Genesys, Zendesk and Freshworks, etc. In 2021, the global top five players have a share approximately % in terms of revenue.

MARKET MONITOR GLOBAL, INC (MMG) has surveyed the Computer Telephony Integration 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 Computer Telephony Integration Software Market, by Type, 2017-2022, 2023-2028 (\$ millions)

Global Computer Telephony Integration Software Market Segment Percentages, by Type, 2021 (%)

Cloud Based

On-Premise

Global Computer Telephony Integration Software Market, by Application, 2017-2022, 2023-2028 (\$ millions)

Global Computer Telephony Integration Software Market Segment Percentages, by Application, 2021 (%)

Large Enterprises

SMEs

Global Computer Telephony Integration Software Market, By Region and Country, 2017-2022, 2023-2028 (\$ Millions)

Global Computer Telephony Integration 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 Computer Telephony Integration Software revenues in global market, 2017-2022 (estimated), (\$ millions)

Key companies Computer Telephony Integration Software revenues share in global market, 2021 (%)

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

Five9

Salesforce

RingCentral

Twilio

Enghouse Interactive

NewVoiceMedia (Vonage)

Genesys

Zendesk

Freshworks

NICE inContact

Nextiva

Talkdesk

Jive Communications (LogMeIn)

Ameyo

Aircall

Tenfold

Ozonetel

InGenius

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