

Contact Center Analytics Market - Global Outlook and Forecast 2022-2028

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Abstracts

This report contains market size and forecasts of Contact Center Analytics in Global, including the following market information:

Global Contact Center Analytics Market Revenue, 2017-2022, 2023-2028, (\$ millions)

Global top five companies in 2021 (%)

The global Contact Center Analytics market was valued at 1178.4 million in 2021 and is projected to reach US\$ 2661.2 million by 2028, at a CAGR of 12.3% 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 Contact Center Analytics include Cisco Systems, Inc., Genpact Limited, Verint Systems Inc., 8x8, Inc., Genesys, Oracle Corporation, Mitel Networks Corporation, SAP SE and Nice Ltd., etc. In 2021, the global top five players have a share approximately % in terms of revenue.

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

Global Contact Center Analytics Market Segment Percentages, by Type, 2021 (%)

On-Premises

On-Demand

Global Contact Center Analytics Market, by Application, 2017-2022, 2023-2028 (\$ millions)

Global Contact Center Analytics Market Segment Percentages, by Application, 2021 (%)

Automatic Call Distributor

Log Management

Risk and Compliance Management

Real-time Monitoring and Reporting

Workforce Optimization

Customer Experience Management

Others applications

Global Contact Center Analytics Market, By Region and Country, 2017-2022, 2023-2028 (\$ Millions)

Global Contact Center Analytics 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 Contact Center Analytics revenues in global market, 2017-2022
(estimated), (\$ millions)

Key companies Contact Center Analytics revenues share in global market, 2021 (%)

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

Cisco Systems, Inc.

Genpact Limited

Verint Systems Inc.

8x8, Inc.

Genesys

Oracle Corporation

Mitel Networks Corporation

SAP SE

Nice Ltd.

Enghouse Interactive

Five9, Inc.

Callminer

Servion Global Solutions

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