

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

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Abstracts

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

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

Global top five companies in 2021 (%)

The global Contact Center Analytics 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.

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

The global key manufacturers of Contact Center Analytics Software include Cisco Systems, Inc. (US), Genpact Limited (Bermuda), Verint Systems Inc. (US), 8X8 Inc. (US), Genesys (US), Oracle Corporation (US), Mitel Networks Corporation (Canada), SAP SE (Germany) and NICE Ltd. (Israel), 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 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 Contact Center Analytics Software Market, by Type, 2017-2022, 2023-2028 (\$ millions)

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

Speech Analytics

Cross-channel Analytics

Predictive Analytics

Performance Analytics

Text Analytics

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

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

Log Management

Risk and Compliance Management

Real-Time Monitoring and Reporting

Workforce Management

Customer Experience Management

Global Contact Center Analytics Software Market, By Region and Country, 2017-2022,

2023-2028 (\$ Millions)

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

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

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

Cisco Systems, Inc. (US)

Genpact Limited (Bermuda)

Verint Systems Inc. (US)

8X8 Inc. (US)

Genesys (US)

Oracle Corporation (US)

Mitel Networks Corporation (Canada)

SAP SE (Germany)

NICE Ltd. (Israel)

Enghouse Interactive (US)

Five9, Inc. (US)

CallMiner (US)

Servion Global Solutions (India)

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