

Contact Center as a Service Market - Global Outlook and Forecast 2022-2028

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Abstracts

Contact center as a service (CCaaS) solutions offer similar functional capabilities to those of on-premises contact center infrastructure, but there are key differences. With CCaaS, connectivity to other cloud-based applications may be easier, consumption is paid for via monthly subscription, and there is a stronger focus on service capabilities. Functions and abilities that organizations consider when reviewing their contact center requirements include: • Automatic call distribution (ACD) and interactive voice response (IVR). • Universal routing and queuing of voice and internet channels • A chatbot capability to support self-service and assisted-service interactions and transactions. • Proactive contact, including outbound dialing and SMS, as well as push text and email notifications. • Access to customer data • Support for virtual operations, remote agents and subject matter experts • Customer relationship tracking, management applications and operational support applications.

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

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

Global top five companies in 2021 (%)

The global Contact Center as a Service 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.

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

The global key manufacturers of Contact Center as a Service include Five9, inContact, Talkdesk, Genesys, 8x8, NewVoiceMedia, Serenova, Connect First and Noble Systems, 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 as a Service 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 as a Service Market, by Type, 2017-2022, 2023-2028 (\$ millions)

Global Contact Center as a Service Market Segment Percentages, by Type, 2021 (%)

Onshore Outsourcing

Offshore Outsourcing

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

Global Contact Center as a Service Market Segment Percentages, by Application, 2021 (%)

Telecom & IT

BFSI

Healthcare & Life Sciences

Government & Public

Retail & Consumer Goods

Others

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

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

Key companies Contact Center as a Service revenues share in global market, 2021 (%)

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

Five9

inContact

Talkdesk

Genesys

8x8

NewVoiceMedia

Serenova

Connect First

Noble Systems

Cisco (BroadSoft)

Evolve IP

Nuance

Talkdesk

Genesys

NewVoiceMedia

Content Guru

Puzzel (Intelecom)

Orange Business

Services

Capgemini

BT

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