

# Contact Center Workforce Optimization (WFO) Market, Global Outlook and Forecast 2022-2028

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## Abstracts

This report contains market size and forecasts of Contact Center Workforce Optimization (WFO) in Global, including the following market information:

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

Global top five companies in 2021 (%)

The global Contact Center Workforce Optimization (WFO) market was valued at million in 2021 and is projected to reach US\$ million by 2028, at a CAGR of % during the forecast period 2022-2028.

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 Contact Center Workforce Optimization (WFO) include 8x8, ASC Technologies, LeadDesk, Alvaria, Avaya, Calabrio, DVSAanalytics, Eleveo and Enghouse Interactive, 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 Workforce Optimization (WFO) 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 Workforce Optimization (WFO) Market, by Type, 2017-2022, 2023-2028 (\$ millions)

Global Contact Center Workforce Optimization (WFO) Market Segment Percentages, by Type, 2021 (%)

Cloud Based

On Premises

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

Global Contact Center Workforce Optimization (WFO) Market Segment Percentages, by Application, 2021 (%)

Small and Mid-sized Businesses

Large Enterprises

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

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

Key companies Contact Center Workforce Optimization (WFO) revenues share in global market, 2021 (%)

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

8x8

ASC Technologies

LeadDesk

Alvaria

Avaya

Calabrio

DVSAalytics

Eleveo

Enghouse Interactive

Envision

Five9

Genesys

Lifesize

Mitel

NICE

OnviSource

OpenText

Verint

## Contents

### **1 INTRODUCTION TO RESEARCH & ANALYSIS REPORTS**

- 1.1 Contact Center Workforce Optimization (WFO) Market Definition
- 1.2 Market Segments
  - 1.2.1 Market by Type
  - 1.2.2 Market by Application
- 1.3 Global Contact Center Workforce Optimization (WFO) Market Overview
- 1.4 Features & Benefits of This Report
- 1.5 Methodology & Sources of Information
  - 1.5.1 Research Methodology
  - 1.5.2 Research Process
  - 1.5.3 Base Year
  - 1.5.4 Report Assumptions & Caveats

### **2 GLOBAL CONTACT CENTER WORKFORCE OPTIMIZATION (WFO) OVERALL MARKET SIZE**

- 2.1 Global Contact Center Workforce Optimization (WFO) Market Size: 2021 VS 2028
- 2.2 Global Contact Center Workforce Optimization (WFO) Market Size, Prospects & Forecasts: 2017-2028
- 2.3 Key Market Trends, Opportunity, Drivers and Restraints
  - 2.3.1 Market Opportunities & Trends
  - 2.3.2 Market Drivers
  - 2.3.3 Market Restraints

### **3 COMPANY LANDSCAPE**

- 3.1 Top Contact Center Workforce Optimization (WFO) Players in Global Market
- 3.2 Top Global Contact Center Workforce Optimization (WFO) Companies Ranked by Revenue
- 3.3 Global Contact Center Workforce Optimization (WFO) Revenue by Companies
- 3.4 Top 3 and Top 5 Contact Center Workforce Optimization (WFO) Companies in Global Market, by Revenue in 2021
- 3.5 Global Companies Contact Center Workforce Optimization (WFO) Product Type
- 3.6 Tier 1, Tier 2 and Tier 3 Contact Center Workforce Optimization (WFO) Players in Global Market
  - 3.6.1 List of Global Tier 1 Contact Center Workforce Optimization (WFO) Companies

3.6.2 List of Global Tier 2 and Tier 3 Contact Center Workforce Optimization (WFO) Companies

## **4 MARKET SIGHTS BY PRODUCT**

### 4.1 Overview

4.1.1 by Type - Global Contact Center Workforce Optimization (WFO) Market Size Markets, 2021 & 2028

4.1.2 Cloud Based

4.1.3 On Premises

4.2 By Type - Global Contact Center Workforce Optimization (WFO) Revenue & Forecasts

4.2.1 By Type - Global Contact Center Workforce Optimization (WFO) Revenue, 2017-2022

4.2.2 By Type - Global Contact Center Workforce Optimization (WFO) Revenue, 2023-2028

4.2.3 By Type - Global Contact Center Workforce Optimization (WFO) Revenue Market Share, 2017-2028

## **5 SIGHTS BY APPLICATION**

### 5.1 Overview

5.1.1 By Application - Global Contact Center Workforce Optimization (WFO) Market Size, 2021 & 2028

5.1.2 Small and Mid-sized Businesses

5.1.3 Large Enterprises

5.2 By Application - Global Contact Center Workforce Optimization (WFO) Revenue & Forecasts

5.2.1 By Application - Global Contact Center Workforce Optimization (WFO) Revenue, 2017-2022

5.2.2 By Application - Global Contact Center Workforce Optimization (WFO) Revenue, 2023-2028

5.2.3 By Application - Global Contact Center Workforce Optimization (WFO) Revenue Market Share, 2017-2028

## **6 SIGHTS BY REGION**

6.1 By Region - Global Contact Center Workforce Optimization (WFO) Market Size, 2021 & 2028

## 6.2 By Region - Global Contact Center Workforce Optimization (WFO) Revenue & Forecasts

6.2.1 By Region - Global Contact Center Workforce Optimization (WFO) Revenue, 2017-2022

6.2.2 By Region - Global Contact Center Workforce Optimization (WFO) Revenue, 2023-2028

6.2.3 By Region - Global Contact Center Workforce Optimization (WFO) Revenue Market Share, 2017-2028

## 6.3 North America

6.3.1 By Country - North America Contact Center Workforce Optimization (WFO) Revenue, 2017-2028

6.3.2 US Contact Center Workforce Optimization (WFO) Market Size, 2017-2028

6.3.3 Canada Contact Center Workforce Optimization (WFO) Market Size, 2017-2028

6.3.4 Mexico Contact Center Workforce Optimization (WFO) Market Size, 2017-2028

## 6.4 Europe

6.4.1 By Country - Europe Contact Center Workforce Optimization (WFO) Revenue, 2017-2028

6.4.2 Germany Contact Center Workforce Optimization (WFO) Market Size, 2017-2028

6.4.3 France Contact Center Workforce Optimization (WFO) Market Size, 2017-2028

6.4.4 U.K. Contact Center Workforce Optimization (WFO) Market Size, 2017-2028

6.4.5 Italy Contact Center Workforce Optimization (WFO) Market Size, 2017-2028

6.4.6 Russia Contact Center Workforce Optimization (WFO) Market Size, 2017-2028

6.4.7 Nordic Countries Contact Center Workforce Optimization (WFO) Market Size, 2017-2028

6.4.8 Benelux Contact Center Workforce Optimization (WFO) Market Size, 2017-2028

## 6.5 Asia

6.5.1 By Region - Asia Contact Center Workforce Optimization (WFO) Revenue, 2017-2028

6.5.2 China Contact Center Workforce Optimization (WFO) Market Size, 2017-2028

6.5.3 Japan Contact Center Workforce Optimization (WFO) Market Size, 2017-2028

6.5.4 South Korea Contact Center Workforce Optimization (WFO) Market Size, 2017-2028

6.5.5 Southeast Asia Contact Center Workforce Optimization (WFO) Market Size, 2017-2028

6.5.6 India Contact Center Workforce Optimization (WFO) Market Size, 2017-2028

## 6.6 South America

6.6.1 By Country - South America Contact Center Workforce Optimization (WFO) Revenue, 2017-2028



- 6.6.2 Brazil Contact Center Workforce Optimization (WFO) Market Size, 2017-2028
- 6.6.3 Argentina Contact Center Workforce Optimization (WFO) Market Size, 2017-2028
- 6.7 Middle East & Africa
  - 6.7.1 By Country - Middle East & Africa Contact Center Workforce Optimization (WFO) Revenue, 2017-2028
  - 6.7.2 Turkey Contact Center Workforce Optimization (WFO) Market Size, 2017-2028
  - 6.7.3 Israel Contact Center Workforce Optimization (WFO) Market Size, 2017-2028
  - 6.7.4 Saudi Arabia Contact Center Workforce Optimization (WFO) Market Size, 2017-2028
  - 6.7.5 UAE Contact Center Workforce Optimization (WFO) Market Size, 2017-2028

## **7 PLAYERS PROFILES**

- 7.1 8x8
  - 7.1.1 8x8 Corporate Summary
  - 7.1.2 8x8 Business Overview
  - 7.1.3 8x8 Contact Center Workforce Optimization (WFO) Major Product Offerings
  - 7.1.4 8x8 Contact Center Workforce Optimization (WFO) Revenue in Global Market (2017-2022)
  - 7.1.5 8x8 Key News
- 7.2 ASC Technologies
  - 7.2.1 ASC Technologies Corporate Summary
  - 7.2.2 ASC Technologies Business Overview
  - 7.2.3 ASC Technologies Contact Center Workforce Optimization (WFO) Major Product Offerings
  - 7.2.4 ASC Technologies Contact Center Workforce Optimization (WFO) Revenue in Global Market (2017-2022)
  - 7.2.5 ASC Technologies Key News
- 7.3 LeadDesk
  - 7.3.1 LeadDesk Corporate Summary
  - 7.3.2 LeadDesk Business Overview
  - 7.3.3 LeadDesk Contact Center Workforce Optimization (WFO) Major Product Offerings
  - 7.3.4 LeadDesk Contact Center Workforce Optimization (WFO) Revenue in Global Market (2017-2022)
  - 7.3.5 LeadDesk Key News
- 7.4 Alvaria
  - 7.4.1 Alvaria Corporate Summary

- 7.4.2 Alvaria Business Overview
- 7.4.3 Alvaria Contact Center Workforce Optimization (WFO) Major Product Offerings
- 7.4.4 Alvaria Contact Center Workforce Optimization (WFO) Revenue in Global Market (2017-2022)
- 7.4.5 Alvaria Key News
- 7.5 Avaya
  - 7.5.1 Avaya Corporate Summary
  - 7.5.2 Avaya Business Overview
  - 7.5.3 Avaya Contact Center Workforce Optimization (WFO) Major Product Offerings
  - 7.5.4 Avaya Contact Center Workforce Optimization (WFO) Revenue in Global Market (2017-2022)
  - 7.5.5 Avaya Key News
- 7.6 Calabrio
  - 7.6.1 Calabrio Corporate Summary
  - 7.6.2 Calabrio Business Overview
  - 7.6.3 Calabrio Contact Center Workforce Optimization (WFO) Major Product Offerings
  - 7.6.4 Calabrio Contact Center Workforce Optimization (WFO) Revenue in Global Market (2017-2022)
  - 7.6.5 Calabrio Key News
- 7.7 DVSAanalytics
  - 7.7.1 DVSAanalytics Corporate Summary
  - 7.7.2 DVSAanalytics Business Overview
  - 7.7.3 DVSAanalytics Contact Center Workforce Optimization (WFO) Major Product Offerings
  - 7.7.4 DVSAanalytics Contact Center Workforce Optimization (WFO) Revenue in Global Market (2017-2022)
  - 7.7.5 DVSAanalytics Key News
- 7.8 Eleveo
  - 7.8.1 Eleveo Corporate Summary
  - 7.8.2 Eleveo Business Overview
  - 7.8.3 Eleveo Contact Center Workforce Optimization (WFO) Major Product Offerings
  - 7.8.4 Eleveo Contact Center Workforce Optimization (WFO) Revenue in Global Market (2017-2022)
  - 7.8.5 Eleveo Key News
- 7.9 Enghouse Interactive
  - 7.9.1 Enghouse Interactive Corporate Summary
  - 7.9.2 Enghouse Interactive Business Overview
  - 7.9.3 Enghouse Interactive Contact Center Workforce Optimization (WFO) Major Product Offerings

7.9.4 Enghouse Interactive Contact Center Workforce Optimization (WFO) Revenue in Global Market (2017-2022)

7.9.5 Enghouse Interactive Key News

7.10 Envision

7.10.1 Envision Corporate Summary

7.10.2 Envision Business Overview

7.10.3 Envision Contact Center Workforce Optimization (WFO) Major Product Offerings

7.10.4 Envision Contact Center Workforce Optimization (WFO) Revenue in Global Market (2017-2022)

7.10.5 Envision Key News

7.11 Five9

7.11.1 Five9 Corporate Summary

7.11.2 Five9 Business Overview

7.11.3 Five9 Contact Center Workforce Optimization (WFO) Major Product Offerings

7.11.4 Five9 Contact Center Workforce Optimization (WFO) Revenue in Global Market (2017-2022)

7.11.5 Five9 Key News

7.12 Genesys

7.12.1 Genesys Corporate Summary

7.12.2 Genesys Business Overview

7.12.3 Genesys Contact Center Workforce Optimization (WFO) Major Product Offerings

7.12.4 Genesys Contact Center Workforce Optimization (WFO) Revenue in Global Market (2017-2022)

7.12.5 Genesys Key News

7.13 Lifesize

7.13.1 Lifesize Corporate Summary

7.13.2 Lifesize Business Overview

7.13.3 Lifesize Contact Center Workforce Optimization (WFO) Major Product Offerings

7.13.4 Lifesize Contact Center Workforce Optimization (WFO) Revenue in Global Market (2017-2022)

7.13.5 Lifesize Key News

7.14 Mitel

7.14.1 Mitel Corporate Summary

7.14.2 Mitel Business Overview

7.14.3 Mitel Contact Center Workforce Optimization (WFO) Major Product Offerings

7.14.4 Mitel Contact Center Workforce Optimization (WFO) Revenue in Global Market (2017-2022)

7.14.5 Mitel Key News

7.15 NICE

7.15.1 NICE Corporate Summary

7.15.2 NICE Business Overview

7.15.3 NICE Contact Center Workforce Optimization (WFO) Major Product Offerings

7.15.4 NICE Contact Center Workforce Optimization (WFO) Revenue in Global Market (2017-2022)

7.15.5 NICE Key News

7.16 OnviSource

7.16.1 OnviSource Corporate Summary

7.16.2 OnviSource Business Overview

7.16.3 OnviSource Contact Center Workforce Optimization (WFO) Major Product Offerings

7.16.4 OnviSource Contact Center Workforce Optimization (WFO) Revenue in Global Market (2017-2022)

7.16.5 OnviSource Key News

7.17 OpenText

7.17.1 OpenText Corporate Summary

7.17.2 OpenText Business Overview

7.17.3 OpenText Contact Center Workforce Optimization (WFO) Major Product Offerings

7.17.4 OpenText Contact Center Workforce Optimization (WFO) Revenue in Global Market (2017-2022)

7.17.5 OpenText Key News

7.18 Verint

7.18.1 Verint Corporate Summary

7.18.2 Verint Business Overview

7.18.3 Verint Contact Center Workforce Optimization (WFO) Major Product Offerings

7.18.4 Verint Contact Center Workforce Optimization (WFO) Revenue in Global Market (2017-2022)

7.18.5 Verint Key News

## **8 CONCLUSION**

## **9 APPENDIX**

9.1 Note

9.2 Examples of Clients

9.3 Disclaimer



## List Of Tables

### LIST OF TABLES

- Table 1. Contact Center Workforce Optimization (WFO) Market Opportunities & Trends in Global Market
- Table 2. Contact Center Workforce Optimization (WFO) Market Drivers in Global Market
- Table 3. Contact Center Workforce Optimization (WFO) Market Restraints in Global Market
- Table 4. Key Players of Contact Center Workforce Optimization (WFO) in Global Market
- Table 5. Top Contact Center Workforce Optimization (WFO) Players in Global Market, Ranking by Revenue (2021)
- Table 6. Global Contact Center Workforce Optimization (WFO) Revenue by Companies, (US\$, Mn), 2017-2022
- Table 7. Global Contact Center Workforce Optimization (WFO) Revenue Share by Companies, 2017-2022
- Table 8. Global Companies Contact Center Workforce Optimization (WFO) Product Type
- Table 9. List of Global Tier 1 Contact Center Workforce Optimization (WFO) Companies, Revenue (US\$, Mn) in 2021 and Market Share
- Table 10. List of Global Tier 2 and Tier 3 Contact Center Workforce Optimization (WFO) Companies, Revenue (US\$, Mn) in 2021 and Market Share
- Table 11. By Type – Global Contact Center Workforce Optimization (WFO) Revenue, (US\$, Mn), 2021 & 2028
- Table 12. By Type - Contact Center Workforce Optimization (WFO) Revenue in Global (US\$, Mn), 2017-2022
- Table 13. By Type - Contact Center Workforce Optimization (WFO) Revenue in Global (US\$, Mn), 2023-2028
- Table 14. By Application – Global Contact Center Workforce Optimization (WFO) Revenue, (US\$, Mn), 2021 & 2028
- Table 15. By Application - Contact Center Workforce Optimization (WFO) Revenue in Global (US\$, Mn), 2017-2022
- Table 16. By Application - Contact Center Workforce Optimization (WFO) Revenue in Global (US\$, Mn), 2023-2028
- Table 17. By Region – Global Contact Center Workforce Optimization (WFO) Revenue, (US\$, Mn), 2021 & 2028
- Table 18. By Region - Global Contact Center Workforce Optimization (WFO) Revenue (US\$, Mn), 2017-2022
- Table 19. By Region - Global Contact Center Workforce Optimization (WFO) Revenue

(US\$, Mn), 2023-2028

Table 20. By Country - North America Contact Center Workforce Optimization (WFO) Revenue, (US\$, Mn), 2017-2022

Table 21. By Country - North America Contact Center Workforce Optimization (WFO) Revenue, (US\$, Mn), 2023-2028

Table 22. By Country - Europe Contact Center Workforce Optimization (WFO) Revenue, (US\$, Mn), 2017-2022

Table 23. By Country - Europe Contact Center Workforce Optimization (WFO) Revenue, (US\$, Mn), 2023-2028

Table 24. By Region - Asia Contact Center Workforce Optimization (WFO) Revenue, (US\$, Mn), 2017-2022

Table 25. By Region - Asia Contact Center Workforce Optimization (WFO) Revenue, (US\$, Mn), 2023-2028

Table 26. By Country - South America Contact Center Workforce Optimization (WFO) Revenue, (US\$, Mn), 2017-2022

Table 27. By Country - South America Contact Center Workforce Optimization (WFO) Revenue, (US\$, Mn), 2023-2028

Table 28. By Country - Middle East & Africa Contact Center Workforce Optimization (WFO) Revenue, (US\$, Mn), 2017-2022

Table 29. By Country - Middle East & Africa Contact Center Workforce Optimization (WFO) Revenue, (US\$, Mn), 2023-2028

Table 30. 8x8 Corporate Summary

Table 31. 8x8 Contact Center Workforce Optimization (WFO) Product Offerings

Table 32. 8x8 Contact Center Workforce Optimization (WFO) Revenue (US\$, Mn), (2017-2022)

Table 33. ASC Technologies Corporate Summary

Table 34. ASC Technologies Contact Center Workforce Optimization (WFO) Product Offerings

Table 35. ASC Technologies Contact Center Workforce Optimization (WFO) Revenue (US\$, Mn), (2017-2022)

Table 36. LeadDesk Corporate Summary

Table 37. LeadDesk Contact Center Workforce Optimization (WFO) Product Offerings

Table 38. LeadDesk Contact Center Workforce Optimization (WFO) Revenue (US\$, Mn), (2017-2022)

Table 39. Alvaria Corporate Summary

Table 40. Alvaria Contact Center Workforce Optimization (WFO) Product Offerings

Table 41. Alvaria Contact Center Workforce Optimization (WFO) Revenue (US\$, Mn), (2017-2022)

Table 42. Avaya Corporate Summary



Table 43. Avaya Contact Center Workforce Optimization (WFO) Product Offerings

Table 44. Avaya Contact Center Workforce Optimization (WFO) Revenue (US\$, Mn), (2017-2022)

Table 45. Calabrio Corporate Summary

Table 46. Calabrio Contact Center Workforce Optimization (WFO) Product Offerings

Table 47. Calabrio Contact Center Workforce Optimization (WFO) Revenue (US\$, Mn), (2017-2022)

Table 48. DVSAanalytics Corporate Summary

Table 49. DVSAanalytics Contact Center Workforce Optimization (WFO) Product Offerings

Table 50. DVSAanalytics Contact Center Workforce Optimization (WFO) Revenue (US\$, Mn), (2017-2022)

Table 51. Eleveo Corporate Summary

Table 52. Eleveo Contact Center Workforce Optimization (WFO) Product Offerings

Table 53. Eleveo Contact Center Workforce Optimization (WFO) Revenue (US\$, Mn), (2017-2022)

Table 54. Enghouse Interactive Corporate Summary

Table 55. Enghouse Interactive Contact Center Workforce Optimization (WFO) Product Offerings

Table 56. Enghouse Interactive Contact Center Workforce Optimization (WFO) Revenue (US\$, Mn), (2017-2022)

Table 57. Envision Corporate Summary

Table 58. Envision Contact Center Workforce Optimization (WFO) Product Offerings

Table 59. Envision Contact Center Workforce Optimization (WFO) Revenue (US\$, Mn), (2017-2022)

Table 60. Five9 Corporate Summary

Table 61. Five9 Contact Center Workforce Optimization (WFO) Product Offerings

Table 62. Five9 Contact Center Workforce Optimization (WFO) Revenue (US\$, Mn), (2017-2022)

Table 63. Genesys Corporate Summary

Table 64. Genesys Contact Center Workforce Optimization (WFO) Product Offerings

Table 65. Genesys Contact Center Workforce Optimization (WFO) Revenue (US\$, Mn), (2017-2022)

Table 66. Lifesize Corporate Summary

Table 67. Lifesize Contact Center Workforce Optimization (WFO) Product Offerings

Table 68. Lifesize Contact Center Workforce Optimization (WFO) Revenue (US\$, Mn), (2017-2022)

Table 69. Mitel Corporate Summary

Table 70. Mitel Contact Center Workforce Optimization (WFO) Product Offerings



Table 71. Mitel Contact Center Workforce Optimization (WFO) Revenue (US\$, Mn), (2017-2022)

Table 72. NICE Corporate Summary

Table 73. NICE Contact Center Workforce Optimization (WFO) Product Offerings

Table 74. NICE Contact Center Workforce Optimization (WFO) Revenue (US\$, Mn), (2017-2022)

Table 75. OnviSource Corporate Summary

Table 76. OnviSource Contact Center Workforce Optimization (WFO) Product Offerings

Table 77. OnviSource Contact Center Workforce Optimization (WFO) Revenue (US\$, Mn), (2017-2022)

Table 78. OpenText Corporate Summary

Table 79. OpenText Contact Center Workforce Optimization (WFO) Product Offerings

Table 80. OpenText Contact Center Workforce Optimization (WFO) Revenue (US\$, Mn), (2017-2022)

Table 81. Verint Corporate Summary

Table 82. Verint Contact Center Workforce Optimization (WFO) Product Offerings

Table 83. Verint Contact Center Workforce Optimization (WFO) Revenue (US\$, Mn), (2017-2022)

## List Of Figures

### LIST OF FIGURES

Figure 1. Contact Center Workforce Optimization (WFO) Segment by Type in 2021

Figure 2. Contact Center Workforce Optimization (WFO) Segment by Application in 2021

Figure 3. Global Contact Center Workforce Optimization (WFO) Market Overview: 2021

Figure 4. Key Caveats

Figure 5. Global Contact Center Workforce Optimization (WFO) Market Size: 2021 VS 2028 (US\$, Mn)

Figure 6. Global Contact Center Workforce Optimization (WFO) Revenue, 2017-2028 (US\$, Mn)

Figure 7. The Top 3 and 5 Players Market Share by Contact Center Workforce Optimization (WFO) Revenue in 2021

Figure 8. By Type - Global Contact Center Workforce Optimization (WFO) Revenue Market Share, 2017-2028

Figure 9. By Application - Global Contact Center Workforce Optimization (WFO) Revenue Market Share, 2017-2028

Figure 10. By Region - Global Contact Center Workforce Optimization (WFO) Revenue Market Share, 2017-2028

Figure 11. By Country - North America Contact Center Workforce Optimization (WFO) Revenue Market Share, 2017-2028

Figure 12. US Contact Center Workforce Optimization (WFO) Revenue, (US\$, Mn), 2017-2028

Figure 13. Canada Contact Center Workforce Optimization (WFO) Revenue, (US\$, Mn), 2017-2028

Figure 14. Mexico Contact Center Workforce Optimization (WFO) Revenue, (US\$, Mn), 2017-2028

Figure 15. By Country - Europe Contact Center Workforce Optimization (WFO) Revenue Market Share, 2017-2028

Figure 16. Germany Contact Center Workforce Optimization (WFO) Revenue, (US\$, Mn), 2017-2028

Figure 17. France Contact Center Workforce Optimization (WFO) Revenue, (US\$, Mn), 2017-2028

Figure 18. U.K. Contact Center Workforce Optimization (WFO) Revenue, (US\$, Mn), 2017-2028

Figure 19. Italy Contact Center Workforce Optimization (WFO) Revenue, (US\$, Mn), 2017-2028

Figure 20. Russia Contact Center Workforce Optimization (WFO) Revenue, (US\$, Mn), 2017-2028

Figure 21. Nordic Countries Contact Center Workforce Optimization (WFO) Revenue, (US\$, Mn), 2017-2028

Figure 22. Benelux Contact Center Workforce Optimization (WFO) Revenue, (US\$, Mn), 2017-2028

Figure 23. By Region - Asia Contact Center Workforce Optimization (WFO) Revenue Market Share, 2017-2028

Figure 24. China Contact Center Workforce Optimization (WFO) Revenue, (US\$, Mn), 2017-2028

Figure 25. Japan Contact Center Workforce Optimization (WFO) Revenue, (US\$, Mn), 2017-2028

Figure 26. South Korea Contact Center Workforce Optimization (WFO) Revenue, (US\$, Mn), 2017-2028

Figure 27. Southeast Asia Contact Center Workforce Optimization (WFO) Revenue, (US\$, Mn), 2017-2028

Figure 28. India Contact Center Workforce Optimization (WFO) Revenue, (US\$, Mn), 2017-2028

Figure 29. By Country - South America Contact Center Workforce Optimization (WFO) Revenue Market Share, 2017-2028

Figure 30. Brazil Contact Center Workforce Optimization (WFO) Revenue, (US\$, Mn), 2017-2028

Figure 31. Argentina Contact Center Workforce Optimization (WFO) Revenue, (US\$, Mn), 2017-2028

Figure 32. By Country - Middle East & Africa Contact Center Workforce Optimization (WFO) Revenue Market Share, 2017-2028

Figure 33. Turkey Contact Center Workforce Optimization (WFO) Revenue, (US\$, Mn), 2017-2028

Figure 34. Israel Contact Center Workforce Optimization (WFO) Revenue, (US\$, Mn), 2017-2028

Figure 35. Saudi Arabia Contact Center Workforce Optimization (WFO) Revenue, (US\$, Mn), 2017-2028

Figure 36. UAE Contact Center Workforce Optimization (WFO) Revenue, (US\$, Mn), 2017-2028

Figure 37. 8x8 Contact Center Workforce Optimization (WFO) Revenue Year Over Year Growth (US\$, Mn) & (2017-2022)

Figure 38. ASC Technologies Contact Center Workforce Optimization (WFO) Revenue Year Over Year Growth (US\$, Mn) & (2017-2022)

Figure 39. LeadDesk Contact Center Workforce Optimization (WFO) Revenue Year

Over Year Growth (US\$, Mn) & (2017-2022)

Figure 40. Alvaria Contact Center Workforce Optimization (WFO) Revenue Year Over Year Growth (US\$, Mn) & (2017-2022)

Figure 41. Avaya Contact Center Workforce Optimization (WFO) Revenue Year Over Year Growth (US\$, Mn) & (2017-2022)

Figure 42. Calabrio Contact Center Workforce Optimization (WFO) Revenue Year Over Year Growth (US\$, Mn) & (2017-2022)

Figure 43. DVSA Analytics Contact Center Workforce Optimization (WFO) Revenue Year Over Year Growth (US\$, Mn) & (2017-2022)

Figure 44. Eleveo Contact Center Workforce Optimization (WFO) Revenue Year Over Year Growth (US\$, Mn) & (2017-2022)

Figure 45. Enghouse Interactive Contact Center Workforce Optimization (WFO) Revenue Year Over Year Growth (US\$, Mn) & (2017-2022)

Figure 46. Envision Contact Center Workforce Optimization (WFO) Revenue Year Over Year Growth (US\$, Mn) & (2017-2022)

Figure 47. Five9 Contact Center Workforce Optimization (WFO) Revenue Year Over Year Growth (US\$, Mn) & (2017-2022)

Figure 48. Genesys Contact Center Workforce Optimization (WFO) Revenue Year Over Year Growth (US\$, Mn) & (2017-2022)

Figure 49. Lifesize Contact Center Workforce Optimization (WFO) Revenue Year Over Year Growth (US\$, Mn) & (2017-2022)

Figure 50. Mitel Contact Center Workforce Optimization (WFO) Revenue Year Over Year Growth (US\$, Mn) & (2017-2022)

Figure 51. NICE Contact Center Workforce Optimization (WFO) Revenue Year Over Year Growth (US\$, Mn) & (2017-2022)

Figure 52. OnviSource Contact Center Workforce Optimization (WFO) Revenue Year Over Year Growth (US\$, Mn) & (2017-2022)

Figure 53. OpenText Contact Center Workforce Optimization (WFO) Revenue Year Over Year Growth (US\$, Mn) & (2017-2022)

Figure 54. Verint Contact Center Workforce Optimization (WFO) Revenue Year Over Year Growth (US\$, Mn) & (2017-2022)

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