

# Customer Engagement Centers (CECs) Software Market, Global Outlook and Forecast 2022-2028

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## Abstracts

This market examines the global market for customer service and support applications that enable customer service and support agents to engage customers through their preferred communication channel. It covers a wide range of customer service applications for organizations with customer engagement centers (CECs), ranging from very small (fewer than 20 agents) through average size (50 agents) to very large, and distributed centers (over 10,000 agents). At the heart of a CEC is the need for a CRM application with the customer record (typically including account, contact information, purchase history, service history, and open marketing offers). Its core system function is case management, which can sometimes be referred to as incident management, trouble ticketing or problem resolution. It requires a strong ability to create, split, federate, join, assign and escalate cases, often in a collaborative environment.

This report contains market size and forecasts of Customer Engagement Centers (CECs) Software in Global, including the following market information:

Global Customer Engagement Centers (CECs) Software Market Revenue, 2017-2022, 2023-2028, (\$ millions)

Global top five companies in 2021 (%)

The global Customer Engagement Centers (CECs) 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.

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

The global key manufacturers of Customer Engagement Centers (CECs) Software include Freshworks, Zoho, Zendesk, Salesforce, Oracle, ServiceNow, Vtiger, SAP and SugarCRM, etc. In 2021, the global top five players have a share approximately % in terms of revenue.

MARKET MONITOR GLOBAL, INC (MMG) has surveyed the Customer Engagement Centers (CECs) 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 Customer Engagement Centers (CECs) Software Market, by Type, 2017-2022, 2023-2028 (\$ millions)

Global Customer Engagement Centers (CECs) Software Market Segment Percentages, by Type, 2021 (%)

Cloud-Based

On-Premises

Global Customer Engagement Centers (CECs) Software Market, by Application, 2017-2022, 2023-2028 (\$ millions)

Global Customer Engagement Centers (CECs) Software Market Segment Percentages, by Application, 2021 (%)

Large Enterprises(1000+ Users)

Medium-Sized Enterprise(499-1000 Users)

Small Enterprises(1-499 Users)

Global Customer Engagement Centers (CECs) Software Market, By Region and Country, 2017-2022, 2023-2028 (\$ Millions)

Global Customer Engagement Centers (CECs) 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 Customer Engagement Centers (CECs) Software revenues in global market, 2017-2022 (estimated), (\$ millions)

Key companies Customer Engagement Centers (CECs) Software revenues share in global market, 2021 (%)

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

Freshworks

Zoho

Zendesk

Salesforce

Oracle

ServiceNow

Vtiger

SAP

SugarCRM

Microsoft

Verint Systems

eGain

Pegasystems

CRMNEXT

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