

# Customer Engagement Centre Workforce Optimization Market - Global Outlook and Forecast 2022-2028

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## Abstracts

Many organisations view customer engagement as a key USP to distinguish themselves from their competition. However, as the number of communication channels and devices increases manifold, so does the challenge of engaging them effectively to deliver contextual, consistent and personalised service. The Customer Engagement Centre Workforce Optimization market helps companies enrich customer interactions, optimise their workforce and thereby improve business processes. By doing this, they benefit from greater customer loyalty, improved performance and revenue and lesser risks and operating costs.

This report contains market size and forecasts of Customer Engagement Centre Workforce Optimization in Global, including the following market information:

Global Customer Engagement Centre Workforce Optimization Market Revenue, 2017-2022, 2023-2028, (\$ millions)

Global top five companies in 2021 (%)

The global Customer Engagement Centre Workforce Optimization 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.

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

The global key manufacturers of Customer Engagement Centre Workforce Optimization include Verint, Calabrio, Aspect, Avaya and Genesys, 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 Centre Workforce Optimization 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 Centre Workforce Optimization Market, by Type, 2017-2022, 2023-2028 (\$ millions)

Global Customer Engagement Centre Workforce Optimization Market Segment Percentages, by Type, 2021 (%)

Hardware

Software

Global Customer Engagement Centre Workforce Optimization Market, by Application, 2017-2022, 2023-2028 (\$ millions)

Global Customer Engagement Centre Workforce Optimization Market Segment Percentages, by Application, 2021 (%)

BFSI

Manufacturing

Healthcare

IT And ITES

Utilities

Others

Global Customer Engagement Centre Workforce Optimization Market, By Region and Country, 2017-2022, 2023-2028 (\$ Millions)

Global Customer Engagement Centre Workforce Optimization 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 Centre Workforce Optimization revenues in global market, 2017-2022 (estimated), (\$ millions)

Key companies Customer Engagement Centre Workforce Optimization revenues share in global market, 2021 (%)

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

Verint

Calabrio

Aspect

Avaya

Genesys

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