

Customer Service Outsourcing Market, Global Outlook and Forecast 2022-2028

<https://marketpublishers.com/r/C484A7A8401CEN.html>

Date: February 2022

Pages: 113

Price: US\$ 3,250.00 (Single User License)

ID: C484A7A8401CEN

Abstracts

Customer Service Outsourcing means that a company is utilizing a third-party provider and makes use of their agents to handle inbound and outbound calls and non-verbal communication with customers. In most cases, Customer Service/Support Outsourcing teams are part of a call center service.

This report contains market size and forecasts of Customer Service Outsourcing in Global, including the following market information:

Global Customer Service Outsourcing Market Revenue, 2017-2022, 2023-2028, (\$ millions)

Global top five companies in 2021 (%)

The global Customer Service Outsourcing 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.

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

The global key manufacturers of Customer Service Outsourcing include Odondo, Sykes, Ascensos, VoxPro (Telus), LiveOps, UpCall, Arise, Sensee and Teleperformance, 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 Service Outsourcing 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 Service Outsourcing Market, by Type, 2017-2022, 2023-2028 (\$ millions)

Global Customer Service Outsourcing Market Segment Percentages, by Type, 2021 (%)

Partial Outsourcing

Complete Outsourcing

Global Customer Service Outsourcing Market, by Application, 2017-2022, 2023-2028 (\$ millions)

Global Customer Service Outsourcing Market Segment Percentages, by Application, 2021 (%)

Large Enterprises

SMEs

Global Customer Service Outsourcing Market, By Region and Country, 2017-2022, 2023-2028 (\$ Millions)

Global Customer Service Outsourcing 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 Service Outsourcing revenues in global market, 2017-2022 (estimated), (\$ millions)

Key companies Customer Service Outsourcing revenues share in global market, 2021 (%)

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

Odondo

Sykes

Ascensos

VoxPro (Telus)

LiveOps

UpCall

Arise

Sensee

Teleperformance

Working Solutions

Capita

Sitel

Serco

Ventrica

Supportyourapp

Expivia

Ameridial Call Center

DATAMARK

Majorel

Infosys BPM

WOW24-7

CX Services

TieTa

Confero

Primech

Whistl

Paper Alternative

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