

Help Desk Software Market - Global Outlook and Forecast 2022-2028

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Abstracts

Help desk software refers to a computer program that enables customer-care operators to keep track of user requests and deal with other customer-care-related issues. It is what makes customer-care service efficient and enterprising.

Generally, help desk software is part of an umbrella category called the service desk, which includes asset management and IT service management. Oftentimes, the two terms are used interchangeably. Nevertheless, help desk software specifically refers to the system that addresses customer queries.

This report contains market size and forecasts of Help Desk Software in Global, including the following market information:

Global Help Desk Software Market Revenue, 2017-2022, 2023-2028, (\$ millions)

Global top five companies in 2021 (%)

The global Help Desk Software market was valued at 1100.7 million in 2021 and is projected to reach US\$ 2112.5 million by 2028, at a CAGR of 9.8% 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 Help Desk Software Segment to Reach \$ Million by 2028, with a % CAGR in next six years.

The global key manufacturers of Help Desk Software include SysAid, Klemen Stirn, Zendesk, Salesforce.com, Live Agent (Quality Unit), 01 Communique Laboratory, 247NetSystems, Abacus Systems and ActiveCampaign, etc. In 2021, the global top five players have a share approximately % in terms of revenue.

MARKET MONITOR GLOBAL, INC (MMG) has surveyed the Help Desk 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 Help Desk Software Market, by Type, 2017-2022, 2023-2028 (\$ millions)

Global Help Desk Software Market Segment Percentages, by Type, 2021 (%)

Cloud Based Help Desk Software

Web Based Help Desk Software

Global Help Desk Software Market, by End User, 2017-2022, 2023-2028 (\$ millions)

Global Help Desk Software Market Segment Percentages, by End User, 2021 (%)

Large Enterprises

SMEs

Global Help Desk Software Market, By Region and Country, 2017-2022, 2023-2028 (\$ Millions)

Global Help Desk 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 Help Desk Software revenues in global market, 2017-2022 (estimated), (\$ millions)

Key companies Help Desk Software revenues share in global market, 2021 (%)

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

SysAid

Klemen Stirn

Zendesk

Salesforce.com

Live Agent (Quality Unit)

01 Communique Laboratory

247NetSystems

Abacus Systems

ActiveCampaign

Advanced Software Products Group

SeamlessDesk

Spiceworks

ZOHO Corporation

LogMeIn

Freshworks

Genesys

Vision Helpdesk

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