

IVR System Market - Global Outlook and Forecast 2022-2028

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Abstracts

Interactive voice response (IVR) is an automotive telephony system that interacts with callers, collects data, and routes calls to appropriate recipient. It offers customer-self-service that helps reduce the dependence on live agents for resolving issues related to customer services. Aspect software, Inc, Avaya, Inc, and Cisco Systems, Inc, are some of the key players in the IVR system market.

Rise in demand of enhancing customer relationship management is expected to fuel the market during the forecast period. Further, growth in popularity of personalized IVR, rise in cloud-based IVR, and increase in adoption of IVR payment processing is also anticipated to boost the market growth. However, data security and privacy concern is expected to restrict the market growth. Moreover, increase in demand of IVR in emerging nations such as China, India, and Brazil is one of the major opportunity for the IVR system market.

This report contains market size and forecasts of IVR System in Global, including the following market information:

Global IVR System Market Revenue, 2017-2022, 2023-2028, (\$ millions)

Global top five companies in 2021 (%)

The global IVR System 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.

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

The global key manufacturers of IVR System include Aspect software Inc, Avaya Inc, Cisco Systems Inc, Convergys Crop, Dialogic Corporation, Mitel Networks Corporation, Nuance Communications Inc, True Image Interactive Inc and Verizon Communication Inc, etc. In 2021, the global top five players have a share approximately % in terms of revenue.

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

Global IVR System Market Segment Percentages, by Type, 2021 (%)

Outbound Services

Inbound Services

Global IVR System Market, by Application, 2017-2022, 2023-2028 (\$ millions)

Global IVR System Market Segment Percentages, by Application, 2021 (%)

Banking Financial Services and Insurance (BFSI)

Healthcare

Hospitality

IT & Telecommunication

Others

Global IVR System Market, By Region and Country, 2017-2022, 2023-2028 (\$ Millions)

Global IVR System 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 IVR System revenues in global market, 2017-2022 (estimated), (\$ millions)

Key companies IVR System revenues share in global market, 2021 (%)

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

Aspect software Inc

Avaya Inc

Cisco Systems Inc

Convergys Crop

Dialogic Corporation

Mitel Networks Corporation

Nuance Communications Inc

True Image Interactive Inc

Verizon Communication Inc

Voicent Communications Inc

Enghouse Systems Limited

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