

Online CRM Tools Market, Global Outlook and Forecast 2022-2028

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Abstracts

An Online CRM Software is responsible for managing a relationship that exists between a business and its customers. It helps a business to manage a number of business processes that include customer data, customer interaction, tracking leads, marketing, customer support, and much more. They are designed in a unique manner in order to help the organizations to meet all the objectives of a proper customer relationship management. CRM software is responsible for managing the various business contacts, clients, employees, sales lead, and contract wins. The software is customizable and scalable, which has helped the organizations to gain customer insights, view the various business opportunities, and personalize the customer service, based on the history as well as the prior interactions with them.

This report contains market size and forecasts of Online CRM Tools in Global, including the following market information:

Global Online CRM Tools Market Revenue, 2017-2022, 2023-2028, (\$ millions)

Global top five companies in 2021 (%)

The global Online CRM Tools market was valued at 46580 million in 2021 and is projected to reach US\$ 122210 million by 2028, at a CAGR of 14.8% during the forecast period 2022-2028.

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 Online CRM Tools include Salesforce, SAP, Adobe Marketing Cloud, Oracle, Microsoft, Epsilon, Mailchimp, HubSpot 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 Online CRM Tools 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 Online CRM Tools Market, by Type, 2017-2022, 2023-2028 (\$ millions)

Global Online CRM Tools Market Segment Percentages, by Type, 2021 (%)

Cloud-based

Web-based

Global Online CRM Tools Market, by End Users, 2017-2022, 2023-2028 (\$ millions)

Global Online CRM Tools Market Segment Percentages, by End Users, 2021 (%)

SMBs

Large Enterprises

Global Online CRM Tools Market, By Region and Country, 2017-2022, 2023-2028 (\$ Millions)

Global Online CRM Tools 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 Online CRM Tools revenues in global market, 2017-2022 (estimated), (\$ millions)

Key companies Online CRM Tools revenues share in global market, 2021 (%)

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

Salesforce

SAP

Adobe Marketing Cloud

Oracle

Microsoft

Epsilon

Mailchimp

HubSpot

Genesys

Zoho CRM

Copper

amoCRM

Freshsales

Creatio (formerly bpm'online)

Teamgate CRM

Really Simple Systems CRM

Agile CRM

Yetiforce CRM

SutiCRM

InStream

Vtiger CRM

Bitrix24

SeoToaster CRM

Breezz

RepairShopr

Yonyx

Wakeupsales

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Figure 63. Wakeupsales Online CRM Tools Revenue Year Over Year Growth (US\$, Mn) & (2017-2022)

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