

Workforce Engagement Management Market - Global Outlook and Forecast 2022-2028

<https://marketpublishers.com/r/W286F8DA2D9AEN.html>

Date: January 2022

Pages: 113

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

ID: W286F8DA2D9AEN

Abstracts

Workforce optimization (WFO) solutions contain complementary functions designed to improve the performance of customer engagement centers by means of optimized deployment of appropriately trained and motivated agents. These functions range from ones for recruitment and scheduling to ones for evaluation and training. By adding intelligence to each function, everything from recruitment to scheduling to training can be optimized. Key functional domains include: strategic planning, recruitment, workforce management (WFM), including intraday optimization call recording and quality management (QM), coaching and e-learning, performance management (PM), surveying — focused on capturing operational and agent performance information, interaction analytics — audio and text analytics, combined with screen analytics, emotion detection and associated operational call data.

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

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

Global top five companies in 2021 (%)

The global Workforce Engagement Management 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.

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

The global key manufacturers of Workforce Engagement Management include Verint Systems, Calabrio, NICE, InVision, Aspect, Genesys, Teleopti, ZOOM International and Avaya (Verint), etc. In 2021, the global top five players have a share approximately % in terms of revenue.

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

Global Workforce Engagement Management Market Segment Percentages, by Type,
2021 (%)

Software

Hardware

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

Global Workforce Engagement Management Market Segment Percentages, by
Application, 2021 (%)

BFSI

Education

Government

Telecom & IT

Others

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

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

Key companies Workforce Engagement Management revenues share in global market, 2021 (%)

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

Verint Systems

Calabrio

NICE

InVision

Aspect

Genesys

Teleopti

ZOOM International

Avaya (Verint)

KnoahSoft

Noble Systems

OpenText

Monet Software

CSI

VPI

InContact

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