

Global Speech Analytics Market Research and Forecast, 2018-2023

<https://marketpublishers.com/r/GE403BAAF59EN.html>

Date: November 2018

Pages: 0

Price: US\$ 3,600.00 (Single User License)

ID: GE403BAAF59EN

Abstracts

Speech analytics is defined as a process of analyzing recorded calls between consumers and companies to extract valuable information. It is used to determine trend analysis, cost drivers, and identify strength and weakness within the processes and products. Increasing competition between market players and rising trend of big data analytics is one of the major factors that are driving the growth of the market. Increasing demand for customer intelligence services and growing demand of in BPO (business process outsourcing) sector or contact centers across the globe are estimated to be key factors that are driving the growth of the market. In addition, a rising requirement for risk management and compliance and the increasing importance of voice in the multichannel world are estimated to be the driving factors of the market.

The market is segmented on the basis of deployment type, type, end-users, and organization size. Speech analytics can deploy in two categories which include cloud-based and on-premise. Due to growing demand for cloud-based services across the globe, the cloud-based deployment is expected to have the largest market share in the deployment type market. All type of organizations such as large and small & medium sized organizations are utilizing speech analytics services. Speech analytics services are applicable in a variety of sectors which include BFSI, IT and telecommunication, government, public sector and utilities, retail, healthcare and life science, media and entertainment, travel and hospitality and others.

The global speech analytics market on the basis of the geographical regions is analyzed as North America, Europe, Asia-Pacific, and Rest of the world. North America is further sub-segmented into the US and Canada; and Europe in the UK, France, Germany, Italy, Spain, and the rest of Europe. While Asia-Pacific is further analyzed on the basis India, China, and Japan. North America is estimated to have the largest market share. Key

market players of the global speech analytics are Calabrio Inc., Calabridge Inc., Avaya Inc., Almaxwave, Interactive Intelligence Group Inc., IBM Corporation and others.

RESEARCH METHODOLOGY

The market study of the speech analytics market is incorporated by extensive primary and secondary research conducted by the research team at OMR. Secondary research has been conducted to refine the available data to break down the market in various segments, derive total market size, market forecast, and growth rate. Different approaches have been worked on to derive the market value and market growth rate. Our team collects facts and data related to the market from different geography to provide a better regional outlook. In the report, the country-level analysis is provided by analyzing various regional players, regional tax laws and policies, consumer behavior and macroeconomic factors. Numbers extracted from Secondary research have been authenticated by conducting proper primary research. It includes tracking down key people from the industry and interviewing them to validate the data. This enables our analyst to derive the closest possible figures without any major deviations in the actual number. Our analysts try to contact as many executives, managers, key opinion leaders, and industry experts. Primary research brings the authenticity of our reports.

SECONDARY SOURCES INCLUDE

Financial reports of companies involved in the market

Authentic Public Databases

Whitepapers, research-papers and news blogs

Company websites and their product catalogue.

The report provides an in-depth analysis of pricing, market size, intended quality of the product preferred by consumers. The report will serve as a source for 360-degree analysis of the market thoroughly integrating different models delivering insights into the market for better business decisions.

MARKET SEGMENTATION

Global speech analytics market by deployment type

Global speech analytics market by organization size

Global speech analytics market by type

Global speech analytics market by end users

THE REPORT COVERS

Comprehensive research methodology of global speech analytics market.

This report also includes a detailed and extensive market overview with analyst insights & key market trends.

An exhaustive analysis of macro and micro factors influencing the market guided by key recommendations.

Analysis of regional regulations and other government policies impacting the global speech analytics market.

Insights about market determinants which are stimulating the global speech analytics market.

Detailed and extensive market segments with regional distribution of forecasted revenues.

Extensive profiles and recent developments of market players.

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