

2018-2025 Contact Center Report on Global and United States Market, Status and Forecast, by Players, Types and Applications

https://marketpublishers.com/r/20C801FCDF9EN.html

Date: April 2018

Pages: 116

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

ID: 20C801FCDF9EN

Abstracts

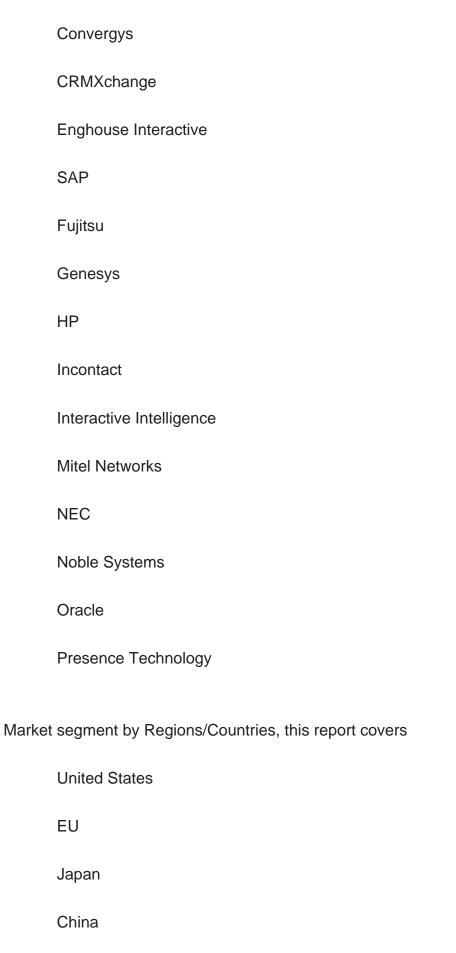
SUMMARY

This report studies the global Contact Center market, analyzes and researches the Contact Center development status and forecast in United States, EU, Japan, China, India and Southeast Asia. This report focuses on the top players in global market, like

Alcatel-Lucent
Avaya
Cisco Systems
Huawei Technologies
3CLogic
ShoreTel
Aastra
Altitude Software
Aspect Software

Connect First







India
Southeast Asia
Market segment by Type, the product can be split into
Phone Call Center
Web Call Center
IP Call Center
Multi-media Call Center
Vedio Call Center
CCOD
Market segment by Application, the market can be split into
Government Unit
Military
Business
Hospital
Other
If you have any special requirements, please let us know and we will offer you the report as you want.



Contents

2018-2025 CONTACT CENTER REPORT ON GLOBAL AND UNITED STATES MARKET, STATUS AND FORECAST, BY PLAYERS, TYPES AND APPLICATIONS

1 INDUSTRY OVERVIEW OF CONTACT CENTER

- 1.1 Contact Center Market Overview
 - 1.1.1 Contact Center Product Scope
 - 1.1.2 Market Status and Outlook
- 1.2 Global Contact Center Market Size and Analysis by Regions
 - 1.2.1 United States
 - 1.2.2 EU
 - 1.2.3 Japan
 - 1.2.4 China
 - 1.2.5 India
 - 1.2.6 Southeast Asia
- 1.3 Contact Center Market by Type
 - 1.3.1 Phone Call Center
 - 1.3.2 Web Call Center
 - 1.3.3 IP Call Center
 - 1.3.4 Multi-media Call Center
 - 1.3.5 Vedio Call Center
 - 1.3.6 CCOD
- 1.4 Contact Center Market by End Users/Application
 - 1.4.1 Government Unit
 - 1.4.2 Military
 - 1.4.3 Business
 - 1.4.4 Hospital
 - 1.4.5 Other

2 GLOBAL CONTACT CENTER COMPETITION ANALYSIS BY PLAYERS

- 2.1 Contact Center Market Size (Value) by Players (2017 and 2018)
- 2.2 Competitive Status and Trend
 - 2.2.1 Market Concentration Rate
 - 2.2.2 Product/Service Differences
 - 2.2.3 New Entrants
 - 2.2.4 The Technology Trends in Future



3 COMPANY (TOP PLAYERS) PROFILES

- 3.1 Alcatel-Lucent
 - 3.1.1 Company Profile
 - 3.1.2 Main Business/Business Overview
 - 3.1.3 Products, Services and Solutions
 - 3.1.4 Contact Center Revenue (Value) (2013-2018)
 - 3.1.5 Recent Developments
- 3.2 Avaya
 - 3.2.1 Company Profile
 - 3.2.2 Main Business/Business Overview
 - 3.2.3 Products, Services and Solutions
 - 3.2.4 Contact Center Revenue (Value) (2013-2018)
 - 3.2.5 Recent Developments
- 3.3 Cisco Systems
 - 3.3.1 Company Profile
 - 3.3.2 Main Business/Business Overview
 - 3.3.3 Products, Services and Solutions
 - 3.3.4 Contact Center Revenue (Value) (2013-2018)
 - 3.3.5 Recent Developments
- 3.4 Huawei Technologies
 - 3.4.1 Company Profile
 - 3.4.2 Main Business/Business Overview
 - 3.4.3 Products, Services and Solutions
 - 3.4.4 Contact Center Revenue (Value) (2013-2018)
 - 3.4.5 Recent Developments
- 3.5 3CLogic
 - 3.5.1 Company Profile
 - 3.5.2 Main Business/Business Overview
 - 3.5.3 Products, Services and Solutions
 - 3.5.4 Contact Center Revenue (Value) (2013-2018)
 - 3.5.5 Recent Developments
- 3.6 ShoreTel
 - 3.6.1 Company Profile
 - 3.6.2 Main Business/Business Overview
 - 3.6.3 Products, Services and Solutions
 - 3.6.4 Contact Center Revenue (Value) (2013-2018)
 - 3.6.5 Recent Developments



- 3.7 Aastra
 - 3.7.1 Company Profile
 - 3.7.2 Main Business/Business Overview
 - 3.7.3 Products, Services and Solutions
 - 3.7.4 Contact Center Revenue (Value) (2013-2018)
 - 3.7.5 Recent Developments
- 3.8 Altitude Software
 - 3.8.1 Company Profile
 - 3.8.2 Main Business/Business Overview
 - 3.8.3 Products, Services and Solutions
 - 3.8.4 Contact Center Revenue (Value) (2013-2018)
 - 3.8.5 Recent Developments
- 3.9 Aspect Software
 - 3.9.1 Company Profile
 - 3.9.2 Main Business/Business Overview
 - 3.9.3 Products, Services and Solutions
 - 3.9.4 Contact Center Revenue (Value) (2013-2018)
 - 3.9.5 Recent Developments
- 3.10 Connect First
 - 3.10.1 Company Profile
 - 3.10.2 Main Business/Business Overview
 - 3.10.3 Products, Services and Solutions
 - 3.10.4 Contact Center Revenue (Value) (2013-2018)
 - 3.10.5 Recent Developments
- 3.11 Convergys
- 3.12 CRMXchange
- 3.13 Enghouse Interactive
- 3.14 SAP
- 3.15 Fujitsu
- 3.16 Genesys
- 3.17 HP
- 3.18 Incontact
- 3.19 Interactive Intelligence
- 3.20 Mitel Networks
- 3.21 NEC
- 3.22 Noble Systems
- 3.23 Oracle
- 3.24 Presence Technology



4 GLOBAL CONTACT CENTER MARKET SIZE BY TYPE AND APPLICATION (2013-2018)

- 4.1 Global Contact Center Market Size by Type (2013-2018)
- 4.2 Global Contact Center Market Size by Application (2013-2018)
- 4.3 Potential Application of Contact Center in Future
- 4.4 Top Consumer/End Users of Contact Center

5 UNITED STATES CONTACT CENTER DEVELOPMENT STATUS AND OUTLOOK

- 5.1 United States Contact Center Market Size (2013-2018)
- 5.2 United States Contact Center Market Size and Market Share by Players (2017 and 2018)

6 EU CONTACT CENTER DEVELOPMENT STATUS AND OUTLOOK

- 6.1 EU Contact Center Market Size (2013-2018)
- 6.2 EU Contact Center Market Size and Market Share by Players (2017 and 2018)

7 JAPAN CONTACT CENTER DEVELOPMENT STATUS AND OUTLOOK

- 7.1 Japan Contact Center Market Size (2013-2018)
- 7.2 Japan Contact Center Market Size and Market Share by Players (2017 and 2018)

8 CHINA CONTACT CENTER DEVELOPMENT STATUS AND OUTLOOK

- 8.1 China Contact Center Market Size (2013-2018)
- 8.2 China Contact Center Market Size and Market Share by Players (2017 and 2018)

9 INDIA CONTACT CENTER DEVELOPMENT STATUS AND OUTLOOK

- 9.1 India Contact Center Market Size (2013-2018)
- 9.2 India Contact Center Market Size and Market Share by Players (2017 and 2018)

10 SOUTHEAST ASIA CONTACT CENTER DEVELOPMENT STATUS AND OUTLOOK

- 10.1 Southeast Asia Contact Center Market Size (2013-2018)
- 10.2 Southeast Asia Contact Center Market Size and Market Share by Players (2017)



and 2018)

11 MARKET FORECAST BY REGIONS, TYPE AND APPLICATION (2018-2025)

- 11.1 Global Contact Center Market Size (Value) by Regions (2018-2025)
 - 11.1.1 United States Contact Center Revenue and Growth Rate (2018-2025)
 - 11.1.2 EU Contact Center Revenue and Growth Rate (2018-2025)
 - 11.1.3 Japan Contact Center Revenue and Growth Rate (2018-2025)
 - 11.1.4 China Contact Center Revenue and Growth Rate (2018-2025)
 - 11.1.5 India Contact Center Revenue and Growth Rate (2018-2025)
 - 11.1.6 Southeast Asia Contact Center Revenue and Growth Rate (2018-2025)
- 11.2 Global Contact Center Market Size (Value) by Type (2018-2025)
- 11.3 Global Contact Center Market Size by Application (2018-2025)

12 CONTACT CENTER MARKET DYNAMICS

- 12.1 Contact Center Market Opportunities
- 12.2 Contact Center Challenge and Risk
 - 12.2.1 Competition from Opponents
 - 12.2.2 Downside Risks of Economy
- 12.3 Contact Center Market Constraints and Threat
 - 12.3.1 Threat from Substitute
 - 12.3.2 Government Policy
 - 12.3.3 Technology Risks
- 12.4 Contact Center Market Driving Force
 - 12.4.1 Growing Demand from Emerging Markets
 - 12.4.2 Potential Application

13 MARKET EFFECT FACTORS ANALYSIS

- 13.1 Technology Progress/Risk
 - 13.1.1 Substitutes
- 13.1.2 Technology Progress in Related Industry
- 13.2 Consumer Needs Trend/Customer Preference
- 13.3 External Environmental Change
 - 13.3.1 Economic Fluctuations
 - 13.3.2 Other Risk Factors

14 RESEARCH FINDING/CONCLUSION



15 APPENDIX

Methodology Analyst Introduction Data Source

The report requires updating with new data and is sent in 2-3 business days after order is placed.



List Of Tables

LIST OF TABLES AND FIGURES

Figure Contact Center Product Scope

Figure Global Contact Center Market Size (Million USD) (2013-2018)

Table Global Contact Center Market Size (Million USD) and Growth Rate by Regions (2013-2018)

Figure Global Contact Center Market Share by Regions in 2017

Figure United States Contact Center Market Size (Million USD) and Growth Rate by Regions (2013-2018)

Figure EU Contact Center Market Size (Million USD) and Growth Rate by Regions (2013-2018)

Figure Japan Contact Center Market Size (Million USD) and Growth Rate by Regions (2013-2018)

Figure China Contact Center Market Size (Million USD) and Growth Rate by Regions (2013-2018)

Figure India Contact Center Market Size (Million USD) and Growth Rate by Regions (2013-2018)

Figure Southeast Asia Contact Center Market Size (Million USD) and Growth Rate by Regions (2013-2018)

Figure Global Contact Center Market Share by Type in 2017

Figure Phone Call Center Market Size (Million USD) and Growth Rate (2013-2018)

Figure Web Call Center Market Size (Million USD) and Growth Rate (2013-2018)

Figure IP Call Center Market Size (Million USD) and Growth Rate (2013-2018)

Figure Multi-media Call Center Market Size (Million USD) and Growth Rate (2013-2018)

Figure Vedio Call Center Market Size (Million USD) and Growth Rate (2013-2018)

Figure CCOD Market Size (Million USD) and Growth Rate (2013-2018)

Figure Global Contact Center Market Share by Application in 2017

Table Key Downstream Customer in Government Unit

Figure Contact Center Market Size (Million USD) and Growth Rate in Government Unit (2013-2018)

Table Key Downstream Customer in Military

Figure Contact Center Market Size (Million USD) and Growth Rate in Military (2013-2018)

Table Key Downstream Customer in Business

Figure Contact Center Market Size (Million USD) and Growth Rate in Business (2013-2018)

Table Key Downstream Customer in Hospital



Figure Contact Center Market Size (Million USD) and Growth Rate in Hospital (2013-2018)

Table Key Downstream Customer in Other

Figure Contact Center Market Size (Million USD) and Growth Rate in Other (2013-2018)

Table Contact Center Market Size (Million USD) by Players (2017 and 2018)

Figure Contact Center Market Size Share by Players in 2017

Figure Contact Center Market Size Share by Players in 2018

Table Alcatel-Lucent Basic Information List

Table Contact Center Business Revenue (Million USD) of Alcatel-Lucent (2013-2018)

Figure Alcatel-Lucent Contact Center Business Revenue Market Share in 2017

Table Avaya Basic Information List

Table Contact Center Business Revenue (Million USD) of Avaya (2013-2018)

Figure Avaya Contact Center Business Revenue Market Share in 2017

Table Cisco Systems Basic Information List

Table Contact Center Business Revenue (Million USD) of Cisco Systems (2013-2018)

Figure Cisco Systems Contact Center Business Revenue Market Share in 2017

Table Huawei Technologies Basic Information List

Table Contact Center Business Revenue (Million USD) of Huawei Technologies (2013-2018)

Figure Huawei Technologies Contact Center Business Revenue Market Share in 2017

Table 3CLogic Basic Information List

Table Contact Center Business Revenue (Million USD) of 3CLogic (2013-2018)

Figure 3CLogic Contact Center Business Revenue Market Share in 2017

Table ShoreTel Basic Information List

Table Contact Center Business Revenue (Million USD) of ShoreTel (2013-2018)

Figure ShoreTel Contact Center Business Revenue Market Share in 2017

Table Aastra Basic Information List

Table Contact Center Business Revenue (Million USD) of Aastra (2013-2018)

Figure Aastra Contact Center Business Revenue Market Share in 2017

Table Altitude Software Basic Information List

Table Contact Center Business Revenue (Million USD) of Altitude Software (2013-2018)

Figure Altitude Software Contact Center Business Revenue Market Share in 2017

Table Aspect Software Basic Information List

Table Contact Center Business Revenue (Million USD) of Aspect Software (2013-2018)

Figure Aspect Software Contact Center Business Revenue Market Share in 2017

Table Connect First Basic Information List

Table Contact Center Business Revenue (Million USD) of Connect First (2013-2018)

Figure Connect First Contact Center Business Revenue Market Share in 2017

Table Convergys Basic Information List



Table Contact Center Business Revenue (Million USD) of Convergys (2013-2018)

Figure Convergys Contact Center Business Revenue Market Share in 2017

Table CRMXchange Basic Information List

Table Contact Center Business Revenue (Million USD) of CRMXchange (2013-2018)

Figure CRMXchange Contact Center Business Revenue Market Share in 2017

Table Enghouse Interactive Basic Information List

Table Contact Center Business Revenue (Million USD) of Enghouse Interactive (2013-2018)

Figure Enghouse Interactive Contact Center Business Revenue Market Share in 2017 Table SAP Basic Information List

Table Contact Center Business Revenue (Million USD) of SAP (2013-2018)

Figure SAP Contact Center Business Revenue Market Share in 2017

Table Fujitsu Basic Information List

Table Contact Center Business Revenue (Million USD) of Fujitsu (2013-2018)

Figure Fujitsu Contact Center Business Revenue Market Share in 2017

Table Genesys Basic Information List

Table Contact Center Business Revenue (Million USD) of Genesys (2013-2018)

Figure Genesys Contact Center Business Revenue Market Share in 2017

Table HP Basic Information List

Table Contact Center Business Revenue (Million USD) of HP (2013-2018)

Figure HP Contact Center Business Revenue Market Share in 2017

Table Incontact Basic Information List

Table Contact Center Business Revenue (Million USD) of Incontact (2013-2018)

Figure Incontact Contact Center Business Revenue Market Share in 2017

Table Interactive Intelligence Basic Information List

Table Contact Center Business Revenue (Million USD) of Interactive Intelligence (2013-2018)

Figure Interactive Intelligence Contact Center Business Revenue Market Share in 2017 Table Mitel Networks Basic Information List

Table Contact Center Business Revenue (Million USD) of Mitel Networks (2013-2018)

Figure Mitel Networks Contact Center Business Revenue Market Share in 2017

Table NEC Basic Information List

Table Contact Center Business Revenue (Million USD) of NEC (2013-2018)

Figure NEC Contact Center Business Revenue Market Share in 2017

Table Noble Systems Basic Information List

Table Contact Center Business Revenue (Million USD) of Noble Systems (2013-2018)

Figure Noble Systems Contact Center Business Revenue Market Share in 2017

Table Oracle Basic Information List

Table Contact Center Business Revenue (Million USD) of Oracle (2013-2018)



Figure Oracle Contact Center Business Revenue Market Share in 2017

Table Presence Technology Basic Information List

Table Contact Center Business Revenue (Million USD) of Presence Technology (2013-2018)

Figure Presence Technology Contact Center Business Revenue Market Share in 2017

Table Global Contact Center Market Size (Million USD) by Type (2013-2018)

Figure Global Contact Center Market Size Share by Type in 2013

Figure Global Contact Center Market Size Share by Type in 2014

Figure Global Contact Center Market Size Share by Type in 2015

Figure Global Contact Center Market Size Share by Type in 2016

Figure Global Contact Center Market Size Share by Type in 2017

Figure Global Contact Center Market Size Share by Type in 2018

Table Global Contact Center Market Size (Million USD) by Application (2013-2018)

Figure Global Contact Center Market Size (Million USD) by Application in 2013

Figure Global Contact Center Market Size (Million USD) by Application in 2014

Figure Global Contact Center Market Size (Million USD) by Application in 2015

Figure Global Contact Center Market Size (Million USD) by Application in 2016

Figure Global Contact Center Market Size (Million USD) by Application in 2017

Figure Global Contact Center Market Size (Million USD) by Application in 2018

Table Top Consumer/End Users of Contact Center

Figure United States Contact Center Market Size (Million USD) and Growth Rate by Regions (2013-2018)

Table United States Contact Center Market Size (Million USD) by Players (2013-2018)

Figure United States Contact Center Market Size Share by Players in 2017

Figure United States Contact Center Market Size Share by Players in 2018

Figure EU Contact Center Market Size (Million USD) and Growth Rate by Regions (2013-2018)

Table EU Contact Center Market Size (Million USD) by Players (2013-2018)

Figure EU Contact Center Market Size Share by Players in 2017

Figure EU Contact Center Market Size Share by Players in 2018

Figure Japan Contact Center Market Size (Million USD) and Growth Rate by Regions (2013-2018)

Table Japan Contact Center Market Size (Million USD) by Players (2013-2018)

Figure Japan Contact Center Market Size Share by Players in 2017

Figure Japan Contact Center Market Size Share by Players in 2018

Figure China Contact Center Market Size (Million USD) and Growth Rate by Regions (2013-2018)

Table China Contact Center Market Size (Million USD) by Players (2013-2018)

Figure China Contact Center Market Size Share by Players in 2017



Figure China Contact Center Market Size Share by Players in 2018
Figure India Contact Center Market Size (Million USD) and Growth Rate by Regions (2013-2018)

Table India Contact Center Market Size (Million USD) by Players (2013-2018)

Figure India Contact Center Market Size Share by Players in 2017

Figure India Contact Center Market Size Share by Players in 2018

Figure Southeast Asia Contact Center Market Size (Million USD) and Growth Rate by Regions (2013-2018)

Table Southeast Asia Contact Center Market Size (Million USD) by Players (2013-2018)

Figure Southeast Asia Contact Center Market Size Share by Players in 2017

Figure Southeast Asia Contact Center Market Size Share by Players in 2018

Figure Global Contact Center Market Size (Million USD) by Regions (2018-2025)

Table Global Contact Center Market Size (Million USD) by Regions (2018-2025)

Figure Global Contact Center Market Size Share by Regions in 2018

Figure Global Contact Center Market Size Share by Regions in 2025

Figure United States Contact Center Revenue (Million USD) and Growth Rate (2018-2025)

Figure EU Contact Center Revenue (Million USD) and Growth Rate (2018-2025)

Figure Japan Contact Center Revenue (Million USD) and Growth Rate (2018-2025)

Figure China Contact Center Revenue (Million USD) and Growth Rate (2018-2025)

Figure India Contact Center Revenue (Million USD) and Growth Rate (2018-2025)

Figure Southeast Asia Contact Center Revenue (Million USD) and Growth Rate (2018-2025)

Table Global Contact Center Market Size (Million USD) by Type (2018-2025)

Figure Global Contact Center Market Size Share by Type in 2018

Figure Global Contact Center Market Size Share by Type in 2025

Table Global Contact Center Market Size (Million USD) by Application (2018-2025)

Figure Global Contact Center Market Size (Million USD) by Application in 2018

Figure Global Contact Center Market Size (Million USD) by Application in 2025



I would like to order

Product name: 2018-2025 Contact Center Report on Global and United States Market, Status and

Forecast, by Players, Types and Applications

Product link: https://marketpublishers.com/r/20C801FCDF9EN.html

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

If you want to order Corporate License or Hard Copy, please, contact our Customer

Service:

info@marketpublishers.com

Payment

First name:

To pay by Credit Card (Visa, MasterCard, American Express, PayPal), please, click button on product page https://marketpublishers.com/r/20C801FCDF9EN.html

To pay by Wire Transfer, please, fill in your contact details in the form below:

Last name:	
Email:	
Company:	
Address:	
City:	
Zip code:	
Country:	
Tel:	
Fax:	
Your message:	
	**All fields are required
	Custumer signature

Please, note that by ordering from marketpublishers.com you are agreeing to our Terms & Conditions at https://marketpublishers.com/docs/terms.html

To place an order via fax simply print this form, fill in the information below and fax the completed form to +44 20 7900 3970

