

Covid-19 Impact on Global Contact Center as a Service Market Size, Status and Forecast 2020-2026

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Abstracts

Contact center as a service (CCaaS) solutions offer similar functional capabilities to those of on-premises contact center infrastructure, but there are key differences. With CCaaS, connectivity to other cloud-based applications may be easier, consumption is paid for via monthly subscription, and there is a stronger focus on service capabilities. Functions and abilities that organizations consider when reviewing their contact center requirements include:

- Automatic call distribution (ACD) and interactive voice response (IVR).
- Universal routing and queuing of voice and internet channels
- A chatbot capability to support self-service and assisted-service interactions and transactions.
- Proactive contact, including outbound dialing and SMS, as well as push text and email notifications.
- Access to customer data
- Support for virtual operations, remote agents and subject matter experts
- Customer relationship tracking, management applications and operational support applications.

Since the COVID-19 virus outbreak in December 2019, the disease has spread to almost 100 countries around the globe with the World Health Organization declaring it a public health emergency. The global impacts of the coronavirus disease 2019 (COVID-19) are already starting to be felt, and will significantly affect the Contact Center as a Service market in 2020.

COVID-19 can affect the global economy in three main ways: by directly affecting production and demand, by creating supply chain and market disruption, and by its financial impact on firms and financial markets.

The outbreak of COVID-19 has brought effects on many aspects, like flight cancellations; travel bans and quarantines; restaurants closed; all indoor events restricted; over forty countries state of emergency declared; massive slowing of the supply chain; stock market volatility; falling business confidence, growing panic among the population, and uncertainty about future.

This report also analyses the impact of Coronavirus COVID-19 on the Contact Center

as a Service industry.

Based on our recent survey, we have several different scenarios about the Contact Center as a Service YoY growth rate for 2020. The probable scenario is expected to grow by a xx% in 2020 and the revenue will be xx in 2020 from US\$ xx million in 2019. The market size of Contact Center as a Service will reach xx in 2026, with a CAGR of xx% from 2020 to 2026.

With industry-standard accuracy in analysis and high data integrity, the report makes a brilliant attempt to unveil key opportunities available in the global Contact Center as a Service market to help players in achieving a strong market position. Buyers of the report can access verified and reliable market forecasts, including those for the overall size of the global Contact Center as a Service market in terms of revenue.

Players, stakeholders, and other participants in the global Contact Center as a Service market will be able to gain the upper hand as they use the report as a powerful resource. For this version of the report, the segmental analysis focuses on revenue and forecast by each application segment in terms of revenue and forecast by each type segment in terms of revenue for the period 2015-2026.

Regional and Country-level Analysis

The report offers an exhaustive geographical analysis of the global Contact Center as a Service market, covering important regions, viz, North America, Europe, China, Japan, Southeast Asia, India and Central & South America. It also covers key countries (regions), viz, U.S., Canada, Germany, France, U.K., Italy, Russia, China, Japan, South Korea, India, Australia, Taiwan, Indonesia, Thailand, Malaysia, Philippines, Vietnam, Mexico, Brazil, Turkey, Saudi Arabia, U.A.E, etc.

The report includes country-wise and region-wise market size for the period 2015-2026. It also includes market size and forecast by each application segment in terms of revenue for the period 2015-2026.

Competition Analysis

In the competitive analysis section of the report, leading as well as prominent players of the global Contact Center as a Service market are broadly studied on the basis of key factors. The report offers comprehensive analysis and accurate statistics on revenue by the player for the period 2015-2020. It also offers detailed analysis supported by reliable statistics on price and revenue (global level) by player for the period 2015-2020.

On the whole, the report proves to be an effective tool that players can use to gain a competitive edge over their competitors and ensure lasting success in the global Contact Center as a Service market. All of the findings, data, and information provided

in the report are validated and revalidated with the help of trustworthy sources. The analysts who have authored the report took a unique and industry-best research and analysis approach for an in-depth study of the global Contact Center as a Service market.

The following players are covered in this report:

Five9

inContact

Talkdesk

Genesys

8x8

NewVoiceMedia

Serenova

Connect First

Noble Systems

Cisco (BroadSoft)

Evolve IP

Nuance

Talkdesk

Genesys

NewVoiceMedia

Content Guru

Puzzel (Intelecom)

Orange Business

Services

Capgemini

BT

Contact Center as a Service Breakdown Data by Type

Onshore Outsourcing

Offshore Outsourcing

Contact Center as a Service Breakdown Data by Application

Telecom & IT

BFSI

Healthcare & Life Sciences

Government & Public

Retail & Consumer Goods

Others

Contents

1 REPORT OVERVIEW

- 1.1 Study Scope
- 1.2 Key Market Segments
- 1.3 Players Covered: Ranking by Contact Center as a Service Revenue
- 1.4 Market Analysis by Type
 - 1.4.1 Global Contact Center as a Service Market Size Growth Rate by Type: 2020 VS 2026
 - 1.4.2 Onshore Outsourcing
 - 1.4.3 Offshore Outsourcing
- 1.5 Market by Application
 - 1.5.1 Global Contact Center as a Service Market Share by Application: 2020 VS 2026
 - 1.5.2 Telecom & IT
 - 1.5.3 BFSI
 - 1.5.4 Healthcare & Life Sciences
 - 1.5.5 Government & Public
 - 1.5.6 Retail & Consumer Goods
 - 1.5.7 Others
- 1.6 Coronavirus Disease 2019 (Covid-19): Contact Center as a Service Industry Impact
 - 1.6.1 How the Covid-19 is Affecting the Contact Center as a Service Industry
 - 1.6.1.1 Contact Center as a Service Business Impact Assessment - Covid-19
 - 1.6.1.2 Supply Chain Challenges
 - 1.6.1.3 COVID-19's Impact On Crude Oil and Refined Products
 - 1.6.2 Market Trends and Contact Center as a Service Potential Opportunities in the COVID-19 Landscape
 - 1.6.3 Measures / Proposal against Covid-19
 - 1.6.3.1 Government Measures to Combat Covid-19 Impact
 - 1.6.3.2 Proposal for Contact Center as a Service Players to Combat Covid-19 Impact
- 1.7 Study Objectives
- 1.8 Years Considered

2 GLOBAL GROWTH TRENDS BY REGIONS

- 2.1 Contact Center as a Service Market Perspective (2015-2026)
- 2.2 Contact Center as a Service Growth Trends by Regions
 - 2.2.1 Contact Center as a Service Market Size by Regions: 2015 VS 2020 VS 2026
 - 2.2.2 Contact Center as a Service Historic Market Share by Regions (2015-2020)

- 2.2.3 Contact Center as a Service Forecasted Market Size by Regions (2021-2026)
- 2.3 Industry Trends and Growth Strategy
 - 2.3.1 Market Top Trends
 - 2.3.2 Market Drivers
 - 2.3.3 Market Challenges
 - 2.3.4 Porter's Five Forces Analysis
 - 2.3.5 Contact Center as a Service Market Growth Strategy
 - 2.3.6 Primary Interviews with Key Contact Center as a Service Players (Opinion Leaders)

3 COMPETITION LANDSCAPE BY KEY PLAYERS

- 3.1 Global Top Contact Center as a Service Players by Market Size
 - 3.1.1 Global Top Contact Center as a Service Players by Revenue (2015-2020)
 - 3.1.2 Global Contact Center as a Service Revenue Market Share by Players (2015-2020)
 - 3.1.3 Global Contact Center as a Service Market Share by Company Type (Tier 1, Tier 2 and Tier 3)
- 3.2 Global Contact Center as a Service Market Concentration Ratio
 - 3.2.1 Global Contact Center as a Service Market Concentration Ratio (CR5 and HHI)
 - 3.2.2 Global Top 10 and Top 5 Companies by Contact Center as a Service Revenue in 2019
- 3.3 Contact Center as a Service Key Players Head office and Area Served
- 3.4 Key Players Contact Center as a Service Product Solution and Service
- 3.5 Date of Enter into Contact Center as a Service Market
- 3.6 Mergers & Acquisitions, Expansion Plans

4 BREAKDOWN DATA BY TYPE (2015-2026)

- 4.1 Global Contact Center as a Service Historic Market Size by Type (2015-2020)
- 4.2 Global Contact Center as a Service Forecasted Market Size by Type (2021-2026)

5 CONTACT CENTER AS A SERVICE BREAKDOWN DATA BY APPLICATION (2015-2026)

- 5.1 Global Contact Center as a Service Market Size by Application (2015-2020)
- 5.2 Global Contact Center as a Service Forecasted Market Size by Application (2021-2026)

6 NORTH AMERICA

- 6.1 North America Contact Center as a Service Market Size (2015-2020)
- 6.2 Contact Center as a Service Key Players in North America (2019-2020)
- 6.3 North America Contact Center as a Service Market Size by Type (2015-2020)
- 6.4 North America Contact Center as a Service Market Size by Application (2015-2020)

7 EUROPE

- 7.1 Europe Contact Center as a Service Market Size (2015-2020)
- 7.2 Contact Center as a Service Key Players in Europe (2019-2020)
- 7.3 Europe Contact Center as a Service Market Size by Type (2015-2020)
- 7.4 Europe Contact Center as a Service Market Size by Application (2015-2020)

8 CHINA

- 8.1 China Contact Center as a Service Market Size (2015-2020)
- 8.2 Contact Center as a Service Key Players in China (2019-2020)
- 8.3 China Contact Center as a Service Market Size by Type (2015-2020)
- 8.4 China Contact Center as a Service Market Size by Application (2015-2020)

9 JAPAN

- 9.1 Japan Contact Center as a Service Market Size (2015-2020)
- 9.2 Contact Center as a Service Key Players in Japan (2019-2020)
- 9.3 Japan Contact Center as a Service Market Size by Type (2015-2020)
- 9.4 Japan Contact Center as a Service Market Size by Application (2015-2020)

10 SOUTHEAST ASIA

- 10.1 Southeast Asia Contact Center as a Service Market Size (2015-2020)
- 10.2 Contact Center as a Service Key Players in Southeast Asia (2019-2020)
- 10.3 Southeast Asia Contact Center as a Service Market Size by Type (2015-2020)
- 10.4 Southeast Asia Contact Center as a Service Market Size by Application (2015-2020)

11 INDIA

- 11.1 India Contact Center as a Service Market Size (2015-2020)

- 11.2 Contact Center as a Service Key Players in India (2019-2020)
- 11.3 India Contact Center as a Service Market Size by Type (2015-2020)
- 11.4 India Contact Center as a Service Market Size by Application (2015-2020)

12 CENTRAL & SOUTH AMERICA

- 12.1 Central & South America Contact Center as a Service Market Size (2015-2020)
- 12.2 Contact Center as a Service Key Players in Central & South America (2019-2020)
- 12.3 Central & South America Contact Center as a Service Market Size by Type (2015-2020)
- 12.4 Central & South America Contact Center as a Service Market Size by Application (2015-2020)

13 KEY PLAYERS PROFILES

13.1 Five9

- 13.1.1 Five9 Company Details
- 13.1.2 Five9 Business Overview and Its Total Revenue
- 13.1.3 Five9 Contact Center as a Service Introduction
- 13.1.4 Five9 Revenue in Contact Center as a Service Business (2015-2020)
- 13.1.5 Five9 Recent Development

13.2 inContact

- 13.2.1 inContact Company Details
- 13.2.2 inContact Business Overview and Its Total Revenue
- 13.2.3 inContact Contact Center as a Service Introduction
- 13.2.4 inContact Revenue in Contact Center as a Service Business (2015-2020)
- 13.2.5 inContact Recent Development

13.3 Talkdesk

- 13.3.1 Talkdesk Company Details
- 13.3.2 Talkdesk Business Overview and Its Total Revenue
- 13.3.3 Talkdesk Contact Center as a Service Introduction
- 13.3.4 Talkdesk Revenue in Contact Center as a Service Business (2015-2020)
- 13.3.5 Talkdesk Recent Development

13.4 Genesys

- 13.4.1 Genesys Company Details
- 13.4.2 Genesys Business Overview and Its Total Revenue
- 13.4.3 Genesys Contact Center as a Service Introduction
- 13.4.4 Genesys Revenue in Contact Center as a Service Business (2015-2020)
- 13.4.5 Genesys Recent Development

13.5 8x8

13.5.1 8x8 Company Details

13.5.2 8x8 Business Overview and Its Total Revenue

13.5.3 8x8 Contact Center as a Service Introduction

13.5.4 8x8 Revenue in Contact Center as a Service Business (2015-2020)

13.5.5 8x8 Recent Development

13.6 NewVoiceMedia

13.6.1 NewVoiceMedia Company Details

13.6.2 NewVoiceMedia Business Overview and Its Total Revenue

13.6.3 NewVoiceMedia Contact Center as a Service Introduction

13.6.4 NewVoiceMedia Revenue in Contact Center as a Service Business (2015-2020)

13.6.5 NewVoiceMedia Recent Development

13.7 Serenova

13.7.1 Serenova Company Details

13.7.2 Serenova Business Overview and Its Total Revenue

13.7.3 Serenova Contact Center as a Service Introduction

13.7.4 Serenova Revenue in Contact Center as a Service Business (2015-2020)

13.7.5 Serenova Recent Development

13.8 Connect First

13.8.1 Connect First Company Details

13.8.2 Connect First Business Overview and Its Total Revenue

13.8.3 Connect First Contact Center as a Service Introduction

13.8.4 Connect First Revenue in Contact Center as a Service Business (2015-2020)

13.8.5 Connect First Recent Development

13.9 Noble Systems

13.9.1 Noble Systems Company Details

13.9.2 Noble Systems Business Overview and Its Total Revenue

13.9.3 Noble Systems Contact Center as a Service Introduction

13.9.4 Noble Systems Revenue in Contact Center as a Service Business (2015-2020)

13.9.5 Noble Systems Recent Development

13.10 Cisco (BroadSoft)

13.10.1 Cisco (BroadSoft) Company Details

13.10.2 Cisco (BroadSoft) Business Overview and Its Total Revenue

13.10.3 Cisco (BroadSoft) Contact Center as a Service Introduction

13.10.4 Cisco (BroadSoft) Revenue in Contact Center as a Service Business (2015-2020)

13.10.5 Cisco (BroadSoft) Recent Development

13.11 Evolve IP

- 10.11.1 Evolve IP Company Details
- 10.11.2 Evolve IP Business Overview and Its Total Revenue
- 10.11.3 Evolve IP Contact Center as a Service Introduction
- 10.11.4 Evolve IP Revenue in Contact Center as a Service Business (2015-2020)
- 10.11.5 Evolve IP Recent Development
- 13.12 Nuance
 - 10.12.1 Nuance Company Details
 - 10.12.2 Nuance Business Overview and Its Total Revenue
 - 10.12.3 Nuance Contact Center as a Service Introduction
 - 10.12.4 Nuance Revenue in Contact Center as a Service Business (2015-2020)
 - 10.12.5 Nuance Recent Development
- 13.13 Talkdesk
 - 10.13.1 Talkdesk Company Details
 - 10.13.2 Talkdesk Business Overview and Its Total Revenue
 - 10.13.3 Talkdesk Contact Center as a Service Introduction
 - 10.13.4 Talkdesk Revenue in Contact Center as a Service Business (2015-2020)
 - 10.13.5 Talkdesk Recent Development
- 13.14 Genesys
 - 10.14.1 Genesys Company Details
 - 10.14.2 Genesys Business Overview and Its Total Revenue
 - 10.14.3 Genesys Contact Center as a Service Introduction
 - 10.14.4 Genesys Revenue in Contact Center as a Service Business (2015-2020)
 - 10.14.5 Genesys Recent Development
- 13.15 NewVoiceMedia
 - 10.15.1 NewVoiceMedia Company Details
 - 10.15.2 NewVoiceMedia Business Overview and Its Total Revenue
 - 10.15.3 NewVoiceMedia Contact Center as a Service Introduction
 - 10.15.4 NewVoiceMedia Revenue in Contact Center as a Service Business (2015-2020)
 - 10.15.5 NewVoiceMedia Recent Development
- 13.16 Content Guru
 - 10.16.1 Content Guru Company Details
 - 10.16.2 Content Guru Business Overview and Its Total Revenue
 - 10.16.3 Content Guru Contact Center as a Service Introduction
 - 10.16.4 Content Guru Revenue in Contact Center as a Service Business (2015-2020)
 - 10.16.5 Content Guru Recent Development
- 13.17 Puzzel (Intelecom)
 - 10.17.1 Puzzel (Intelecom) Company Details
 - 10.17.2 Puzzel (Intelecom) Business Overview and Its Total Revenue

- 10.17.3 Puzzel (Intelecom) Contact Center as a Service Introduction
- 10.17.4 Puzzel (Intelecom) Revenue in Contact Center as a Service Business (2015-2020)
- 10.17.5 Puzzel (Intelecom) Recent Development
- 13.18 Orange Business
 - 10.18.1 Orange Business Company Details
 - 10.18.2 Orange Business Business Overview and Its Total Revenue
 - 10.18.3 Orange Business Contact Center as a Service Introduction
 - 10.18.4 Orange Business Revenue in Contact Center as a Service Business (2015-2020)
 - 10.18.5 Orange Business Recent Development
- 13.19 Services
 - 10.19.1 Services Company Details
 - 10.19.2 Services Business Overview and Its Total Revenue
 - 10.19.3 Services Contact Center as a Service Introduction
 - 10.19.4 Services Revenue in Contact Center as a Service Business (2015-2020)
 - 10.19.5 Services Recent Development
- 13.20 Capgemini
 - 10.20.1 Capgemini Company Details
 - 10.20.2 Capgemini Business Overview and Its Total Revenue
 - 10.20.3 Capgemini Contact Center as a Service Introduction
 - 10.20.4 Capgemini Revenue in Contact Center as a Service Business (2015-2020)
 - 10.20.5 Capgemini Recent Development
- 13.21 BT
 - 10.21.1 BT Company Details
 - 10.21.2 BT Business Overview and Its Total Revenue
 - 10.21.3 BT Contact Center as a Service Introduction
 - 10.21.4 BT Revenue in Contact Center as a Service Business (2015-2020)
 - 10.21.5 BT Recent Development

14 ANALYST'S VIEWPOINTS/CONCLUSIONS

15 APPENDIX

- 15.1 Research Methodology
 - 15.1.1 Methodology/Research Approach
 - 15.1.2 Data Source
- 15.2 Disclaimer
- 15.3 Author Details

List Of Tables

LIST OF TABLES

Table 1. Contact Center as a Service Key Market Segments

Table 2. Key Players Covered: Ranking by Contact Center as a Service Revenue

Table 3. Ranking of Global Top Contact Center as a Service Manufacturers by Revenue (US\$ Million) in 2019

Table 4. Global Contact Center as a Service Market Size Growth Rate by Type (US\$ Million): 2020 VS 2026

Table 5. Key Players of Onshore Outsourcing

Table 6. Key Players of Offshore Outsourcing

Table 7. COVID-19 Impact Global Market: (Four Contact Center as a Service Market Size Forecast Scenarios)

Table 8. Opportunities and Trends for Contact Center as a Service Players in the COVID-19 Landscape

Table 9. Present Opportunities in China & Elsewhere Due to the Coronavirus Crisis

Table 10. Key Regions/Countries Measures against Covid-19 Impact

Table 11. Proposal for Contact Center as a Service Players to Combat Covid-19 Impact

Table 12. Global Contact Center as a Service Market Size Growth by Application (US\$ Million): 2020 VS 2026

Table 13. Global Contact Center as a Service Market Size by Regions (US\$ Million): 2020 VS 2026

Table 14. Global Contact Center as a Service Market Size by Regions (2015-2020) (US\$ Million)

Table 15. Global Contact Center as a Service Market Share by Regions (2015-2020)

Table 16. Global Contact Center as a Service Forecasted Market Size by Regions (2021-2026) (US\$ Million)

Table 17. Global Contact Center as a Service Market Share by Regions (2021-2026)

Table 18. Market Top Trends

Table 19. Key Drivers: Impact Analysis

Table 20. Key Challenges

Table 21. Contact Center as a Service Market Growth Strategy

Table 22. Main Points Interviewed from Key Contact Center as a Service Players

Table 23. Global Contact Center as a Service Revenue by Players (2015-2020) (Million US\$)

Table 24. Global Contact Center as a Service Market Share by Players (2015-2020)

Table 25. Global Top Contact Center as a Service Players by Company Type (Tier 1, Tier 2 and Tier 3) (based on the Revenue in Contact Center as a Service as of 2019)

Table 26. Global Contact Center as a Service by Players Market Concentration Ratio (CR5 and HHI)

Table 27. Key Players Headquarters and Area Served

Table 28. Key Players Contact Center as a Service Product Solution and Service

Table 29. Date of Enter into Contact Center as a Service Market

Table 30. Mergers & Acquisitions, Expansion Plans

Table 31. Global Contact Center as a Service Market Size by Type (2015-2020) (Million US\$)

Table 32. Global Contact Center as a Service Market Size Share by Type (2015-2020)

Table 33. Global Contact Center as a Service Revenue Market Share by Type (2021-2026)

Table 34. Global Contact Center as a Service Market Size Share by Application (2015-2020)

Table 35. Global Contact Center as a Service Market Size by Application (2015-2020) (Million US\$)

Table 36. Global Contact Center as a Service Market Size Share by Application (2021-2026)

Table 37. North America Key Players Contact Center as a Service Revenue (2019-2020) (Million US\$)

Table 38. North America Key Players Contact Center as a Service Market Share (2019-2020)

Table 39. North America Contact Center as a Service Market Size by Type (2015-2020) (Million US\$)

Table 40. North America Contact Center as a Service Market Share by Type (2015-2020)

Table 41. North America Contact Center as a Service Market Size by Application (2015-2020) (Million US\$)

Table 42. North America Contact Center as a Service Market Share by Application (2015-2020)

Table 43. Europe Key Players Contact Center as a Service Revenue (2019-2020) (Million US\$)

Table 44. Europe Key Players Contact Center as a Service Market Share (2019-2020)

Table 45. Europe Contact Center as a Service Market Size by Type (2015-2020) (Million US\$)

Table 46. Europe Contact Center as a Service Market Share by Type (2015-2020)

Table 47. Europe Contact Center as a Service Market Size by Application (2015-2020) (Million US\$)

Table 48. Europe Contact Center as a Service Market Share by Application (2015-2020)

Table 49. China Key Players Contact Center as a Service Revenue (2019-2020) (Million

US\$)

Table 50. China Key Players Contact Center as a Service Market Share (2019-2020)

Table 51. China Contact Center as a Service Market Size by Type (2015-2020) (Million US\$)

Table 52. China Contact Center as a Service Market Share by Type (2015-2020)

Table 53. China Contact Center as a Service Market Size by Application (2015-2020) (Million US\$)

Table 54. China Contact Center as a Service Market Share by Application (2015-2020)

Table 55. Japan Key Players Contact Center as a Service Revenue (2019-2020) (Million US\$)

Table 56. Japan Key Players Contact Center as a Service Market Share (2019-2020)

Table 57. Japan Contact Center as a Service Market Size by Type (2015-2020) (Million US\$)

Table 58. Japan Contact Center as a Service Market Share by Type (2015-2020)

Table 59. Japan Contact Center as a Service Market Size by Application (2015-2020) (Million US\$)

Table 60. Japan Contact Center as a Service Market Share by Application (2015-2020)

Table 61. Southeast Asia Key Players Contact Center as a Service Revenue (2019-2020) (Million US\$)

Table 62. Southeast Asia Key Players Contact Center as a Service Market Share (2019-2020)

Table 63. Southeast Asia Contact Center as a Service Market Size by Type (2015-2020) (Million US\$)

Table 64. Southeast Asia Contact Center as a Service Market Share by Type (2015-2020)

Table 65. Southeast Asia Contact Center as a Service Market Size by Application (2015-2020) (Million US\$)

Table 66. Southeast Asia Contact Center as a Service Market Share by Application (2015-2020)

Table 67. India Key Players Contact Center as a Service Revenue (2019-2020) (Million US\$)

Table 68. India Key Players Contact Center as a Service Market Share (2019-2020)

Table 69. India Contact Center as a Service Market Size by Type (2015-2020) (Million US\$)

Table 70. India Contact Center as a Service Market Share by Type (2015-2020)

Table 71. India Contact Center as a Service Market Size by Application (2015-2020) (Million US\$)

Table 72. India Contact Center as a Service Market Share by Application (2015-2020)

Table 73. Central & South America Key Players Contact Center as a Service Revenue

(2019-2020) (Million US\$)

Table 74. Central & South America Key Players Contact Center as a Service Market Share (2019-2020)

Table 75. Central & South America Contact Center as a Service Market Size by Type (2015-2020) (Million US\$)

Table 76. Central & South America Contact Center as a Service Market Share by Type (2015-2020)

Table 77. Central & South America Contact Center as a Service Market Size by Application (2015-2020) (Million US\$)

Table 78. Central & South America Contact Center as a Service Market Share by Application (2015-2020)

Table 79. Five9 Company Details

Table 80. Five9 Business Overview

Table 81. Five9 Product

Table 82. Five9 Revenue in Contact Center as a Service Business (2015-2020) (Million US\$)

Table 83. Five9 Recent Development

Table 84. inContact Company Details

Table 85. inContact Business Overview

Table 86. inContact Product

Table 87. inContact Revenue in Contact Center as a Service Business (2015-2020) (Million US\$)

Table 88. inContact Recent Development

Table 89. Talkdesk Company Details

Table 90. Talkdesk Business Overview

Table 91. Talkdesk Product

Table 92. Talkdesk Revenue in Contact Center as a Service Business (2015-2020) (Million US\$)

Table 93. Talkdesk Recent Development

Table 94. Genesys Company Details

Table 95. Genesys Business Overview

Table 96. Genesys Product

Table 97. Genesys Revenue in Contact Center as a Service Business (2015-2020) (Million US\$)

Table 98. Genesys Recent Development

Table 99. 8x8 Company Details

Table 100. 8x8 Business Overview

Table 101. 8x8 Product

Table 102. 8x8 Revenue in Contact Center as a Service Business (2015-2020) (Million

US\$)

Table 103. 8x8 Recent Development

Table 104. NewVoiceMedia Company Details

Table 105. NewVoiceMedia Business Overview

Table 106. NewVoiceMedia Product

Table 107. NewVoiceMedia Revenue in Contact Center as a Service Business
(2015-2020) (Million US\$)

Table 108. NewVoiceMedia Recent Development

Table 109. Serenova Company Details

Table 110. Serenova Business Overview

Table 111. Serenova Product

Table 112. Serenova Revenue in Contact Center as a Service Business (2015-2020)
(Million US\$)

Table 113. Serenova Recent Development

Table 114. Connect First Business Overview

Table 115. Connect First Product

Table 116. Connect First Company Details

Table 117. Connect First Revenue in Contact Center as a Service Business
(2015-2020) (Million US\$)

Table 118. Connect First Recent Development

Table 119. Noble Systems Company Details

Table 120. Noble Systems Business Overview

Table 121. Noble Systems Product

Table 122. Noble Systems Revenue in Contact Center as a Service Business
(2015-2020) (Million US\$)

Table 123. Noble Systems Recent Development

Table 124. Cisco (BroadSoft) Company Details

Table 125. Cisco (BroadSoft) Business Overview

Table 126. Cisco (BroadSoft) Product

Table 127. Cisco (BroadSoft) Revenue in Contact Center as a Service Business
(2015-2020) (Million US\$)

Table 128. Cisco (BroadSoft) Recent Development

Table 129. Evolve IP Company Details

Table 130. Evolve IP Business Overview

Table 131. Evolve IP Product

Table 132. Evolve IP Revenue in Contact Center as a Service Business (2015-2020)
(Million US\$)

Table 133. Evolve IP Recent Development

Table 134. Nuance Company Details

- Table 135. Nuance Business Overview
- Table 136. Nuance Product
- Table 137. Nuance Revenue in Contact Center as a Service Business (2015-2020)
(Million US\$)
- Table 138. Nuance Recent Development
- Table 139. Talkdesk Company Details
- Table 140. Talkdesk Business Overview
- Table 141. Talkdesk Product
- Table 142. Talkdesk Revenue in Contact Center as a Service Business (2015-2020)
(Million US\$)
- Table 143. Talkdesk Recent Development
- Table 144. Genesys Company Details
- Table 145. Genesys Business Overview
- Table 146. Genesys Product
- Table 147. Genesys Revenue in Contact Center as a Service Business (2015-2020)
(Million US\$)
- Table 148. Genesys Recent Development
- Table 149. NewVoiceMedia Company Details
- Table 150. NewVoiceMedia Business Overview
- Table 151. NewVoiceMedia Product
- Table 152. NewVoiceMedia Revenue in Contact Center as a Service Business
(2015-2020) (Million US\$)
- Table 153. NewVoiceMedia Recent Development
- Table 154. Content Guru Company Details
- Table 155. Content Guru Business Overview
- Table 156. Content Guru Product
- Table 157. Content Guru Revenue in Contact Center as a Service Business
(2015-2020) (Million US\$)
- Table 158. Content Guru Recent Development
- Table 159. Puzzel (Telecom) Company Details
- Table 160. Puzzel (Telecom) Business Overview
- Table 161. Puzzel (Telecom) Product
- Table 162. Puzzel (Telecom) Revenue in Contact Center as a Service Business
(2015-2020) (Million US\$)
- Table 163. Puzzel (Telecom) Recent Development
- Table 164. Orange Business Company Details
- Table 165. Orange Business Business Overview
- Table 166. Orange Business Product
- Table 167. Orange Business Revenue in Contact Center as a Service Business

(2015-2020) (Million US\$)

Table 168. Orange Business Recent Development

Table 169. Services Company Details

Table 170. Services Business Overview

Table 171. Services Product

Table 172. Services Revenue in Contact Center as a Service Business (2015-2020)
(Million US\$)

Table 173. Services Recent Development

Table 174. Capgemini Company Details

Table 175. Capgemini Business Overview

Table 176. Capgemini Product

Table 177. Capgemini Revenue in Contact Center as a Service Business (2015-2020)
(Million US\$)

Table 178. Capgemini Recent Development

Table 179. BT Company Details

Table 180. BT Business Overview

Table 181. BT Product

Table 182. BT Revenue in Contact Center as a Service Business (2015-2020) (Million
US\$)

Table 183. BT Recent Development

Table 184. Research Programs/Design for This Report

Table 185. Key Data Information from Secondary Sources

Table 186. Key Data Information from Primary Sources

List Of Figures

LIST OF FIGURES

Figure 1. Global Contact Center as a Service Market Share by Type: 2020 VS 2026

Figure 2. Onshore Outsourcing Features

Figure 3. Offshore Outsourcing Features

Figure 4. Global Contact Center as a Service Market Share by Application: 2020 VS 2026

Figure 5. Telecom & IT Case Studies

Figure 6. BFSI Case Studies

Figure 7. Healthcare & Life Sciences Case Studies

Figure 8. Government & Public Case Studies

Figure 9. Retail & Consumer Goods Case Studies

Figure 10. Others Case Studies

Figure 11. Contact Center as a Service Report Years Considered

Figure 12. Global Contact Center as a Service Market Size YoY Growth 2015-2026 (US\$ Million)

Figure 13. Global Contact Center as a Service Market Share by Regions: 2020 VS 2026

Figure 14. Global Contact Center as a Service Market Share by Regions (2021-2026)

Figure 15. Porter's Five Forces Analysis

Figure 16. Global Contact Center as a Service Market Share by Players in 2019

Figure 17. Global Top Contact Center as a Service Players by Company Type (Tier 1, Tier 2 and Tier 3) (based on the Revenue in Contact Center as a Service as of 2019

Figure 18. The Top 10 and 5 Players Market Share by Contact Center as a Service Revenue in 2019

Figure 19. North America Contact Center as a Service Market Size YoY Growth (2015-2020) (Million US\$)

Figure 20. Europe Contact Center as a Service Market Size YoY Growth (2015-2020) (Million US\$)

Figure 21. China Contact Center as a Service Market Size YoY Growth (2015-2020) (Million US\$)

Figure 22. Japan Contact Center as a Service Market Size YoY Growth (2015-2020) (Million US\$)

Figure 23. Southeast Asia Contact Center as a Service Market Size YoY Growth (2015-2020) (Million US\$)

Figure 24. India Contact Center as a Service Market Size YoY Growth (2015-2020) (Million US\$)

Figure 25. Central & South America Contact Center as a Service Market Size YoY

Growth (2015-2020) (Million US\$)

Figure 26. Five9 Total Revenue (US\$ Million): 2019 Compared with 2018

Figure 27. Five9 Revenue Growth Rate in Contact Center as a Service Business (2015-2020)

Figure 28. inContact Total Revenue (US\$ Million): 2019 Compared with 2018

Figure 29. inContact Revenue Growth Rate in Contact Center as a Service Business (2015-2020)

Figure 30. Talkdesk Total Revenue (US\$ Million): 2019 Compared with 2018

Figure 31. Talkdesk Revenue Growth Rate in Contact Center as a Service Business (2015-2020)

Figure 32. Genesys Total Revenue (US\$ Million): 2019 Compared with 2018

Figure 33. Genesys Revenue Growth Rate in Contact Center as a Service Business (2015-2020)

Figure 34. 8x8 Total Revenue (US\$ Million): 2019 Compared with 2018

Figure 35. 8x8 Revenue Growth Rate in Contact Center as a Service Business (2015-2020)

Figure 36. NewVoiceMedia Total Revenue (US\$ Million): 2019 Compared with 2018

Figure 37. NewVoiceMedia Revenue Growth Rate in Contact Center as a Service Business (2015-2020)

Figure 38. Serenova Total Revenue (US\$ Million): 2019 Compared with 2018

Figure 39. Serenova Revenue Growth Rate in Contact Center as a Service Business (2015-2020)

Figure 40. Connect First Total Revenue (US\$ Million): 2019 Compared with 2018

Figure 41. Connect First Revenue Growth Rate in Contact Center as a Service Business (2015-2020)

Figure 42. Noble Systems Total Revenue (US\$ Million): 2019 Compared with 2018

Figure 43. Noble Systems Revenue Growth Rate in Contact Center as a Service Business (2015-2020)

Figure 44. Cisco (BroadSoft) Total Revenue (US\$ Million): 2019 Compared with 2018

Figure 45. Cisco (BroadSoft) Revenue Growth Rate in Contact Center as a Service Business (2015-2020)

Figure 46. Evolve IP Total Revenue (US\$ Million): 2019 Compared with 2018

Figure 47. Evolve IP Revenue Growth Rate in Contact Center as a Service Business (2015-2020)

Figure 48. Nuance Total Revenue (US\$ Million): 2019 Compared with 2018

Figure 49. Nuance Revenue Growth Rate in Contact Center as a Service Business (2015-2020)

Figure 50. Talkdesk Total Revenue (US\$ Million): 2019 Compared with 2018

Figure 51. Talkdesk Revenue Growth Rate in Contact Center as a Service Business

(2015-2020)

Figure 52. Genesys Total Revenue (US\$ Million): 2019 Compared with 2018

Figure 53. Genesys Revenue Growth Rate in Contact Center as a Service Business (2015-2020)

Figure 54. NewVoiceMedia Total Revenue (US\$ Million): 2019 Compared with 2018

Figure 55. NewVoiceMedia Revenue Growth Rate in Contact Center as a Service Business (2015-2020)

Figure 56. Content Guru Total Revenue (US\$ Million): 2019 Compared with 2018

Figure 57. Content Guru Revenue Growth Rate in Contact Center as a Service Business (2015-2020)

Figure 58. Puzzel (Intelcom) Total Revenue (US\$ Million): 2019 Compared with 2018

Figure 59. Puzzel (Intelcom) Revenue Growth Rate in Contact Center as a Service Business (2015-2020)

Figure 60. Orange Business Total Revenue (US\$ Million): 2019 Compared with 2018

Figure 61. Orange Business Revenue Growth Rate in Contact Center as a Service Business (2015-2020)

Figure 62. Services Total Revenue (US\$ Million): 2019 Compared with 2018

Figure 63. Services Revenue Growth Rate in Contact Center as a Service Business (2015-2020)

Figure 64. Capgemini Total Revenue (US\$ Million): 2019 Compared with 2018

Figure 65. Capgemini Revenue Growth Rate in Contact Center as a Service Business (2015-2020)

Figure 66. Bottom-up and Top-down Approaches for This Report

Figure 67. Data Triangulation

Figure 68. Key Executives Interviewed

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