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Covid-19 Impact on Global Workforce Engagement Management Market Size, Status and Forecast 2020-2026

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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.
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 Workforce Engagement Management 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 Workforce

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Engagement Management industry.
Based on our recent survey, we have several different scenarios about the Workforce Engagement Management 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 Workforce Engagement Management 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 Workforce Engagement Management 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 Workforce Engagement Management market in terms of revenue.
Players, stakeholders, and other participants in the global Workforce Engagement Management 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 Workforce Engagement Management 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 Workforce Engagement Management 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

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competitive edge over their competitors and ensure lasting success in the global Workforce Engagement Management 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 Workforce Engagement Management market.
The following players are covered in this report:

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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Workforce Engagement Management Breakdown Data by Type

Software

Hardware

Workforce Engagement Management Breakdown Data by Application

BFSI

Education

Government

Telecom & IT

Others

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