

# Global Call Centers Market Professional Survey Report 2017

<https://marketpublishers.com/r/G32C3EFA074EN.html>

Date: December 2017

Pages: 107

Price: US\$ 3,500.00 (Single User License)

ID: G32C3EFA074EN

## Abstracts

This report studies Call Centers in Global market, especially in North America, China, Europe, Southeast Asia, Japan and India, with production, revenue, consumption, import and export in these regions, from 2012 to 2016, and forecast to 2022.

This report focuses on top manufacturers in global market, with production, price, revenue and market share for each manufacturer, covering

24 7 Inc

Alliance Data Systems,Inc.

ATOS S.A

BT Communications Limited

Capita Customer Management Limited

Convergys Corp.

Entel Call Center

EXL Service Holdings,Inc.

On the basis of product, this report displays the production, revenue, price, market share and growth rate of each type, primarily split into

Mass Market Center

B2B Center

Universal Center

By Application, the market can be split into

Outsourced Call Centers

In-House Call Centers

By Regions, this report covers (we can add the regions/countries as you want)

North America

China

Europe

Southeast Asia

Japan

India

If you have any special requirements, please let us know and we will offer you the report as you want.

## Contents

### Global Call Centers Market Professional Survey Report 2017

## **1 INDUSTRY OVERVIEW OF CALL CENTERS**

### 1.1 Definition and Specifications of Call Centers

#### 1.1.1 Definition of Call Centers

#### 1.1.2 Specifications of Call Centers

### 1.2 Classification of Call Centers

#### 1.2.1 Mass Market Center

#### 1.2.2 B2B Center

#### 1.2.3 Universal Center

### 1.3 Applications of Call Centers

#### 1.3.1 Outsourced Call Centers

#### 1.3.2 In-House Call Centers

#### 1.3.3 Application

### 1.4 Market Segment by Regions

#### 1.4.1 North America

#### 1.4.2 China

#### 1.4.3 Europe

#### 1.4.4 Southeast Asia

#### 1.4.5 Japan

#### 1.4.6 India

## **2 MANUFACTURING COST STRUCTURE ANALYSIS OF CALL CENTERS**

### 2.1 Raw Material and Suppliers

### 2.2 Manufacturing Cost Structure Analysis of Call Centers

### 2.3 Manufacturing Process Analysis of Call Centers

### 2.4 Industry Chain Structure of Call Centers

## **3 TECHNICAL DATA AND MANUFACTURING PLANTS ANALYSIS OF CALL CENTERS**

### 3.1 Capacity and Commercial Production Date of Global Call Centers Major Manufacturers in 2016

### 3.2 Manufacturing Plants Distribution of Global Call Centers Major Manufacturers in 2016

3.3 R&D Status and Technology Source of Global Call Centers Major Manufacturers in 2016

3.4 Raw Materials Sources Analysis of Global Call Centers Major Manufacturers in 2016

## **4 GLOBAL CALL CENTERS OVERALL MARKET OVERVIEW**

4.1 2012-2017E Overall Market Analysis

4.2 Capacity Analysis

4.2.1 2012-2017E Global Call Centers Capacity and Growth Rate Analysis

4.2.2 2016 Call Centers Capacity Analysis (Company Segment)

4.3 Sales Analysis

4.3.1 2012-2017E Global Call Centers Sales and Growth Rate Analysis

4.3.2 2016 Call Centers Sales Analysis (Company Segment)

4.4 Sales Price Analysis

4.4.1 2012-2017E Global Call Centers Sales Price

4.4.2 2016 Call Centers Sales Price Analysis (Company Segment)

## **5 CALL CENTERS REGIONAL MARKET ANALYSIS**

5.1 North America Call Centers Market Analysis

5.1.1 North America Call Centers Market Overview

5.1.2 North America 2012-2017E Call Centers Local Supply, Import, Export, Local Consumption Analysis

5.1.3 North America 2012-2017E Call Centers Sales Price Analysis

5.1.4 North America 2016 Call Centers Market Share Analysis

5.2 China Call Centers Market Analysis

5.2.1 China Call Centers Market Overview

5.2.2 China 2012-2017E Call Centers Local Supply, Import, Export, Local Consumption Analysis

5.2.3 China 2012-2017E Call Centers Sales Price Analysis

5.2.4 China 2016 Call Centers Market Share Analysis

5.3 Europe Call Centers Market Analysis

5.3.1 Europe Call Centers Market Overview

5.3.2 Europe 2012-2017E Call Centers Local Supply, Import, Export, Local Consumption Analysis

5.3.3 Europe 2012-2017E Call Centers Sales Price Analysis

5.3.4 Europe 2016 Call Centers Market Share Analysis

5.4 Southeast Asia Call Centers Market Analysis

- 5.4.1 Southeast Asia Call Centers Market Overview
- 5.4.2 Southeast Asia 2012-2017E Call Centers Local Supply, Import, Export, Local Consumption Analysis
- 5.4.3 Southeast Asia 2012-2017E Call Centers Sales Price Analysis
- 5.4.4 Southeast Asia 2016 Call Centers Market Share Analysis
- 5.5 Japan Call Centers Market Analysis
  - 5.5.1 Japan Call Centers Market Overview
  - 5.5.2 Japan 2012-2017E Call Centers Local Supply, Import, Export, Local Consumption Analysis
  - 5.5.3 Japan 2012-2017E Call Centers Sales Price Analysis
  - 5.5.4 Japan 2016 Call Centers Market Share Analysis
- 5.6 India Call Centers Market Analysis
  - 5.6.1 India Call Centers Market Overview
  - 5.6.2 India 2012-2017E Call Centers Local Supply, Import, Export, Local Consumption Analysis
  - 5.6.3 India 2012-2017E Call Centers Sales Price Analysis
  - 5.6.4 India 2016 Call Centers Market Share Analysis

## **6 GLOBAL 2012-2017E CALL CENTERS SEGMENT MARKET ANALYSIS (BY TYPE)**

- 6.1 Global 2012-2017E Call Centers Sales by Type
- 6.2 Different Types of Call Centers Product Interview Price Analysis
- 6.3 Different Types of Call Centers Product Driving Factors Analysis
  - 6.3.1 Mass Market Center of Call Centers Growth Driving Factor Analysis
  - 6.3.2 B2B Center of Call Centers Growth Driving Factor Analysis
  - 6.3.3 Universal Center of Call Centers Growth Driving Factor Analysis

## **7 GLOBAL 2012-2017E CALL CENTERS SEGMENT MARKET ANALYSIS (BY APPLICATION)**

- 7.1 Global 2012-2017E Call Centers Consumption by Application
- 7.2 Different Application of Call Centers Product Interview Price Analysis
- 7.3 Different Application of Call Centers Product Driving Factors Analysis
  - 7.3.1 Outsourced Call Centers of Call Centers Growth Driving Factor Analysis
  - 7.3.2 In-House Call Centers of Call Centers Growth Driving Factor Analysis

## **8 MAJOR MANUFACTURERS ANALYSIS OF CALL CENTERS**

## 8.1 24 7 Inc

### 8.1.1 Company Profile

### 8.1.2 Product Picture and Specifications

#### 8.1.2.1 Product A

#### 8.1.2.2 Product B

### 8.1.3 24 7 Inc 2016 Call Centers Sales, Ex-factory Price, Revenue, Gross Margin Analysis

### 8.1.4 24 7 Inc 2016 Call Centers Business Region Distribution Analysis

## 8.2 Alliance Data Systems, Inc.

### 8.2.1 Company Profile

### 8.2.2 Product Picture and Specifications

#### 8.2.2.1 Product A

#### 8.2.2.2 Product B

### 8.2.3 Alliance Data Systems, Inc. 2016 Call Centers Sales, Ex-factory Price, Revenue, Gross Margin Analysis

### 8.2.4 Alliance Data Systems, Inc. 2016 Call Centers Business Region Distribution Analysis

## 8.3 ATOS S.A

### 8.3.1 Company Profile

### 8.3.2 Product Picture and Specifications

#### 8.3.2.1 Product A

#### 8.3.2.2 Product B

### 8.3.3 ATOS S.A 2016 Call Centers Sales, Ex-factory Price, Revenue, Gross Margin Analysis

### 8.3.4 ATOS S.A 2016 Call Centers Business Region Distribution Analysis

## 8.4 BT Communications Limited

### 8.4.1 Company Profile

### 8.4.2 Product Picture and Specifications

#### 8.4.2.1 Product A

#### 8.4.2.2 Product B

### 8.4.3 BT Communications Limited 2016 Call Centers Sales, Ex-factory Price, Revenue, Gross Margin Analysis

### 8.4.4 BT Communications Limited 2016 Call Centers Business Region Distribution Analysis

## 8.5 Capita Customer Management Limited

### 8.5.1 Company Profile

### 8.5.2 Product Picture and Specifications

#### 8.5.2.1 Product A

#### 8.5.2.2 Product B

8.5.3 Capita Customer Management Limited 2016 Call Centers Sales, Ex-factory Price, Revenue, Gross Margin Analysis

8.5.4 Capita Customer Management Limited 2016 Call Centers Business Region Distribution Analysis

8.6 Convergys Corp.

8.6.1 Company Profile

8.6.2 Product Picture and Specifications

8.6.2.1 Product A

8.6.2.2 Product B

8.6.3 Convergys Corp. 2016 Call Centers Sales, Ex-factory Price, Revenue, Gross Margin Analysis

8.6.4 Convergys Corp. 2016 Call Centers Business Region Distribution Analysis

8.7 Entel Call Center

8.7.1 Company Profile

8.7.2 Product Picture and Specifications

8.7.2.1 Product A

8.7.2.2 Product B

8.7.3 Entel Call Center 2016 Call Centers Sales, Ex-factory Price, Revenue, Gross Margin Analysis

8.7.4 Entel Call Center 2016 Call Centers Business Region Distribution Analysis

8.8 EXL Service Holdings, Inc.

8.8.1 Company Profile

8.8.2 Product Picture and Specifications

8.8.2.1 Product A

8.8.2.2 Product B

8.8.3 EXL Service Holdings, Inc. 2016 Call Centers Sales, Ex-factory Price, Revenue, Gross Margin Analysis

8.8.4 EXL Service Holdings, Inc. 2016 Call Centers Business Region Distribution Analysis

## **9 DEVELOPMENT TREND OF ANALYSIS OF CALL CENTERS MARKET**

9.1 Global Call Centers Market Trend Analysis

9.1.1 Global 2017-2022 Call Centers Market Size (Volume and Value) Forecast

9.1.2 Global 2017-2022 Call Centers Sales Price Forecast

9.2 Call Centers Regional Market Trend

9.2.1 North America 2017-2022 Call Centers Consumption Forecast

9.2.2 China 2017-2022 Call Centers Consumption Forecast

9.2.3 Europe 2017-2022 Call Centers Consumption Forecast

- 9.2.4 Southeast Asia 2017-2022 Call Centers Consumption Forecast
- 9.2.5 Japan 2017-2022 Call Centers Consumption Forecast
- 9.2.6 India 2017-2022 Call Centers Consumption Forecast
- 9.3 Call Centers Market Trend (Product Type)
- 9.4 Call Centers Market Trend (Application)

## **10 CALL CENTERS MARKETING TYPE ANALYSIS**

- 10.1 Call Centers Regional Marketing Type Analysis
- 10.2 Call Centers International Trade Type Analysis
- 10.3 Traders or Distributors with Contact Information of Call Centers by Region
- 10.4 Call Centers Supply Chain Analysis

## **11 CONSUMERS ANALYSIS OF CALL CENTERS**

- 11.1 Consumer 1 Analysis
- 11.2 Consumer 2 Analysis
- 11.3 Consumer 3 Analysis
- 11.4 Consumer 4 Analysis

## **12 CONCLUSION OF THE GLOBAL CALL CENTERS MARKET PROFESSIONAL SURVEY REPORT 2017**

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 Picture of Call Centers

Table Product Specifications of Call Centers

Table Classification of Call Centers

Figure Global Production Market Share of Call Centers by Type in 2016

Figure Mass Market Center Picture

Table Major Manufacturers of Mass Market Center

Figure B2B Center Picture

Table Major Manufacturers of B2B Center

Figure Universal Center Picture

Table Major Manufacturers of Universal Center

Table Applications of Call Centers

Figure Global Consumption Volume Market Share of Call Centers by Application in 2016

Figure Outsourced Call Centers Examples

Table Major Consumers in Outsourced Call Centers

Figure In-House Call Centers Examples

Table Major Consumers in In-House Call Centers

Figure Market Share of Call Centers by Regions

Figure North America Call Centers Market Size (Million USD) (2012-2022)

Figure China Call Centers Market Size (Million USD) (2012-2022)

Figure Europe Call Centers Market Size (Million USD) (2012-2022)

Figure Southeast Asia Call Centers Market Size (Million USD) (2012-2022)

Figure Japan Call Centers Market Size (Million USD) (2012-2022)

Figure India Call Centers Market Size (Million USD) (2012-2022)

Table Call Centers Raw Material and Suppliers

Table Manufacturing Cost Structure Analysis of Call Centers in 2016

Figure Manufacturing Process Analysis of Call Centers

Figure Industry Chain Structure of Call Centers

Table Capacity and Commercial Production Date of Global Call Centers Major Manufacturers in 2016

Table Manufacturing Plants Distribution of Global Call Centers Major Manufacturers in 2016

Table R&D Status and Technology Source of Global Call Centers Major Manufacturers in 2016

Table Raw Materials Sources Analysis of Global Call Centers Major Manufacturers in

2016

Table Global Capacity, Sales, Price, Cost, Sales Revenue (M USD) and Gross Margin of Call Centers 2012-2017

Figure Global 2012-2017E Call Centers Market Size (Volume) and Growth Rate

Figure Global 2012-2017E Call Centers Market Size (Value) and Growth Rate

Table 2012-2017E Global Call Centers Capacity and Growth Rate

Table 2016 Global Call Centers Capacity (K Units) List (Company Segment)

Table 2012-2017E Global Call Centers Sales (K Units) and Growth Rate

Table 2016 Global Call Centers Sales (K Units) List (Company Segment)

Table 2012-2017E Global Call Centers Sales Price (USD/Unit)

Table 2016 Global Call Centers Sales Price (USD/Unit) List (Company Segment)

Figure North America Capacity Overview

Table North America Supply, Import, Export and Consumption (K Units) of Call Centers 2012-2017E

Figure North America 2012-2017E Call Centers Sales Price (USD/Unit)

Figure North America 2016 Call Centers Sales Market Share

Figure China Capacity Overview

Table China Supply, Import, Export and Consumption (K Units) of Call Centers 2012-2017E

Figure China 2012-2017E Call Centers Sales Price (USD/Unit)

Figure China 2016 Call Centers Sales Market Share

Figure Europe Capacity Overview

Table Europe Supply, Import, Export and Consumption (K Units) of Call Centers 2012-2017E

Figure Europe 2012-2017E Call Centers Sales Price (USD/Unit)

Figure Europe 2016 Call Centers Sales Market Share

Figure Southeast Asia Capacity Overview

Table Southeast Asia Supply, Import, Export and Consumption (K Units) of Call Centers 2012-2017E

Figure Southeast Asia 2012-2017E Call Centers Sales Price (USD/Unit)

Figure Southeast Asia 2016 Call Centers Sales Market Share

Figure Japan Capacity Overview

Table Japan Supply, Import, Export and Consumption (K Units) of Call Centers 2012-2017E

Figure Japan 2012-2017E Call Centers Sales Price (USD/Unit)

Figure Japan 2016 Call Centers Sales Market Share

Figure India Capacity Overview

Table India Supply, Import, Export and Consumption (K Units) of Call Centers 2012-2017E

Figure India 2012-2017E Call Centers Sales Price (USD/Unit)

Figure India 2016 Call Centers Sales Market Share

Table Global 2012-2017E Call Centers Sales (K Units) by Type

Table Different Types Call Centers Product Interview Price

Table Global 2012-2017E Call Centers Sales (K Units) by Application

Table Different Application Call Centers Product Interview Price

Table 24 7 Inc Information List

Table Product A Overview

Table Product B Overview

Table 2016 24 7 Inc Call Centers Revenue (Million USD), Sales (K Units), Ex-factory Price (USD/Unit)

Figure 2016 24 7 Inc Call Centers Business Region Distribution

Table Alliance Data Systems,Inc. Information List

Table Product A Overview

Table Product B Overview

Table 2016 Alliance Data Systems,Inc. Call Centers Revenue (Million USD), Sales (K Units), Ex-factory Price (USD/Unit)

Figure 2016 Alliance Data Systems,Inc. Call Centers Business Region Distribution

Table ATOS S.A Information List

Table Product A Overview

Table Product B Overview

Table 2015 ATOS S.A Call Centers Revenue (Million USD), Sales (K Units), Ex-factory Price (USD/Unit)

Figure 2016 ATOS S.A Call Centers Business Region Distribution

Table BT Communications Limited Information List

Table Product A Overview

Table Product B Overview

Table 2016 BT Communications Limited Call Centers Revenue (Million USD), Sales (K Units), Ex-factory Price (USD/Unit)

Figure 2016 BT Communications Limited Call Centers Business Region Distribution

Table Capita Customer Management Limited Information List

Table Product A Overview

Table Product B Overview

Table 2016 Capita Customer Management Limited Call Centers Revenue (Million USD), Sales (K Units), Ex-factory Price (USD/Unit)

Figure 2016 Capita Customer Management Limited Call Centers Business Region Distribution

Table Convergys Corp. Information List

Table Product A Overview

Table Product B Overview

Table 2016 Convergys Corp. Call Centers Revenue (Million USD), Sales (K Units), Ex-factory Price (USD/Unit)

Figure 2016 Convergys Corp. Call Centers Business Region Distribution

Table Entel Call Center Information List

Table Product A Overview

Table Product B Overview

Table 2016 Entel Call Center Call Centers Revenue (Million USD), Sales (K Units), Ex-factory Price (USD/Unit)

Figure 2016 Entel Call Center Call Centers Business Region Distribution

Table EXL Service Holdings,Inc. Information List

Table Product A Overview

Table Product B Overview

Table 2016 EXL Service Holdings,Inc. Call Centers Revenue (Million USD), Sales (K Units), Ex-factory Price (USD/Unit)

Figure 2016 EXL Service Holdings,Inc. Call Centers Business Region Distribution

Figure Global 2017-2022 Call Centers Market Size (K Units) and Growth Rate Forecast

Figure Global 2017-2022 Call Centers Market Size (Million USD) and Growth Rate Forecast

Figure Global 2017-2022 Call Centers Sales Price (USD/Unit) Forecast

Figure North America 2017-2022 Call Centers Consumption Volume (K Units) and Growth Rate Forecast

Figure China 2017-2022 Call Centers Consumption Volume (K Units) and Growth Rate Forecast

Figure Europe 2017-2022 Call Centers Consumption Volume (K Units) and Growth Rate Forecast

Figure Southeast Asia 2017-2022 Call Centers Consumption Volume (K Units) and Growth Rate Forecast

Figure Japan 2017-2022 Call Centers Consumption Volume (K Units) and Growth Rate Forecast

Figure India 2017-2022 Call Centers Consumption Volume (K Units) and Growth Rate Forecast

Table Global Sales Volume (K Units) of Call Centers by Type 2017-2022

Table Global Consumption Volume (K Units) of Call Centers by Application 2017-2022

Table Traders or Distributors with Contact Information of Call Centers by Region

## I would like to order

Product name: Global Call Centers Market Professional Survey Report 2017

Product link: <https://marketpublishers.com/r/G32C3EFA074EN.html>

Price: US\$ 3,500.00 (Single User License / Electronic Delivery)

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

[info@marketpublishers.com](mailto:info@marketpublishers.com)

## Payment

To pay by Credit Card (Visa, MasterCard, American Express, PayPal), please, click button on product page <https://marketpublishers.com/r/G32C3EFA074EN.html>

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

First name:  
Last name:  
Email:  
Company:  
Address:  
City:  
Zip code:  
Country:  
Tel:  
Fax:  
Your message:

**\*\*All fields are required**

Customer 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