

# Global Cloud-Based Contact Center Market Research Report 2016

<https://marketpublishers.com/r/G6410113F2DEN.html>

Date: January 2017

Pages: 103

Price: US\$ 2,900.00 (Single User License)

ID: G6410113F2DEN

## Abstracts

### Notes:

Production, means the output of Cloud-Based Contact Center

Revenue, means the sales value of Cloud-Based Contact Center

This report studies Cloud-Based Contact Center in Global market, especially in North America, Europe, China, Japan, Southeast Asia and India, focuses on top manufacturers in global market, with production, price, revenue and market share for each manufacturer, covering

8X8, Inc.

FIVE9 Inc.

Cisco Systems, Inc.

Genesys Telecommunications Laboratories, Inc.?

Oracle Corporation

NICE Systems Ltd.?

NEWVOICEMEDIA

3CLogic

Aspect Software Parent Inc.

Connect First Inc.

Market Segment by Regions, this report splits Global into several key Regions, with production, consumption, revenue, market share and growth rate of Cloud-Based Contact Center in these regions, from 2011 to 2021 (forecast), like

North America

Europe

China

Japan

Southeast Asia

India

Split by product type, with production, revenue, price, market share and growth rate of each type, can be divided into

Automatic Call Distribution (ACD)

Agent Performance Optimization (APO)

Dialers

Interactive Voice Response (IVR)

Others

Split by application, this report focuses on consumption, market share and growth rate of Cloud-Based Contact Center in each application, can be divided into

BFSI

Consumer Goods and Retail

Government and Public Sector

Healthcare and Life Sciences

Others

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