

# Global Contact Center Operations Software Market Size, Status and Forecast 2020-2026

<https://marketpublishers.com/r/GF73D429C682EN.html>

Date: August 2020

Pages: 130

Price: US\$ 3,900.00 (Single User License)

ID: GF73D429C682EN

## Abstracts

This report focuses on the global Contact Center Operations Software status, future forecast, growth opportunity, key market and key players. The study objectives are to present the Contact Center Operations Software development in North America, Europe, China, Japan, Southeast Asia, India and Central & South America.

The key players covered in this study

Talkdesk

Genesys

NICE inContact

Dixa

Aircall

UJET

3CX

CloudTalk

CallTrackingMetrics

Connect First

Five9

Twilio Flex

Five9 IVR

Freshcaller

Zendesk Talk

Avaya Aura

US Claro

Ring Central

Atento

Market segment by Type, the product can be split into

Onshore Outsourcing

Offshore Outsourcing

Market segment by Application, split into

Telecom & IT

BFSI

Healthcare & Life Sciences

Government & Public

Retail & Consumer Goods

Others

Market segment by Regions/Countries, this report covers

North America

Europe

China

Japan

Southeast Asia

India

Central & South America

The study objectives of this report are:

To analyze global Contact Center Operations Software status, future forecast, growth opportunity, key market and key players.

To present the Contact Center Operations Software development in North America, Europe, China, Japan, Southeast Asia, India and Central & South America.

To strategically profile the key players and comprehensively analyze their development plan and strategies.

To define, describe and forecast the market by type, market and key regions.

In this study, the years considered to estimate the market size of Contact Center Operations Software are as follows:

History Year: 2015-2019

Base Year: 2019

Estimated Year: 2020

Forecast Year 2020 to 2026

For the data information by region, company, type and application, 2019 is considered as the base year. Whenever data information was unavailable for the base year, the prior year has been considered.

## Contents

### 1 REPORT OVERVIEW

1.1 Study Scope

1.2 Key Market Segments

1.3 Players Covered: Ranking by Contact Center Operations Software Revenue

1.4 Market Analysis by Type

1.4.1 Global Contact Center Operations Software 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 Operations Software 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 Operations Software Industry Impact

1.6.1 How the Covid-19 is Affecting the Contact Center Operations Software Industry

1.6.1.1 Contact Center Operations Software 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 Operations Software 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 Operations Software Players to Combat Covid-19 Impact

1.7 Study Objectives

1.8 Years Considered

### 2 GLOBAL GROWTH TRENDS BY REGIONS

2.1 Contact Center Operations Software Market Perspective (2015-2026)

## 2.2 Contact Center Operations Software Growth Trends by Regions

2.2.1 Contact Center Operations Software Market Size by Regions: 2015 VS 2020 VS 2026

2.2.2 Contact Center Operations Software Historic Market Share by Regions (2015-2020)

2.2.3 Contact Center Operations Software 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 Operations Software Market Growth Strategy

2.3.6 Primary Interviews with Key Contact Center Operations Software Players (Opinion Leaders)

## 3 COMPETITION LANDSCAPE BY KEY PLAYERS

### 3.1 Global Top Contact Center Operations Software Players by Market Size

3.1.1 Global Top Contact Center Operations Software Players by Revenue (2015-2020)

3.1.2 Global Contact Center Operations Software Revenue Market Share by Players (2015-2020)

3.1.3 Global Contact Center Operations Software Market Share by Company Type (Tier 1, Tier 2 and Tier 3)

### 3.2 Global Contact Center Operations Software Market Concentration Ratio

3.2.1 Global Contact Center Operations Software Market Concentration Ratio (CR5 and HHI)

3.2.2 Global Top 10 and Top 5 Companies by Contact Center Operations Software Revenue in 2019

### 3.3 Contact Center Operations Software Key Players Head office and Area Served

### 3.4 Key Players Contact Center Operations Software Product Solution and Service

### 3.5 Date of Enter into Contact Center Operations Software Market

### 3.6 Mergers & Acquisitions, Expansion Plans

## 4 BREAKDOWN DATA BY TYPE (2015-2026)

4.1 Global Contact Center Operations Software Historic Market Size by Type (2015-2020)

4.2 Global Contact Center Operations Software Forecasted Market Size by Type (2021-2026)

## **5 CONTACT CENTER OPERATIONS SOFTWARE BREAKDOWN DATA BY APPLICATION (2015-2026)**

5.1 Global Contact Center Operations Software Market Size by Application (2015-2020)

5.2 Global Contact Center Operations Software Forecasted Market Size by Application (2021-2026)

## **6 NORTH AMERICA**

6.1 North America Contact Center Operations Software Market Size (2015-2020)

6.2 Contact Center Operations Software Key Players in North America (2019-2020)

6.3 North America Contact Center Operations Software Market Size by Type (2015-2020)

6.4 North America Contact Center Operations Software Market Size by Application (2015-2020)

## **7 EUROPE**

7.1 Europe Contact Center Operations Software Market Size (2015-2020)

7.2 Contact Center Operations Software Key Players in Europe (2019-2020)

7.3 Europe Contact Center Operations Software Market Size by Type (2015-2020)

7.4 Europe Contact Center Operations Software Market Size by Application (2015-2020)

## **8 CHINA**

8.1 China Contact Center Operations Software Market Size (2015-2020)

8.2 Contact Center Operations Software Key Players in China (2019-2020)

8.3 China Contact Center Operations Software Market Size by Type (2015-2020)

8.4 China Contact Center Operations Software Market Size by Application (2015-2020)

## **9 JAPAN**

9.1 Japan Contact Center Operations Software Market Size (2015-2020)

9.2 Contact Center Operations Software Key Players in Japan (2019-2020)

9.3 Japan Contact Center Operations Software Market Size by Type (2015-2020)

9.4 Japan Contact Center Operations Software Market Size by Application (2015-2020)

## **10 SOUTHEAST ASIA**

10.1 Southeast Asia Contact Center Operations Software Market Size (2015-2020)

10.2 Contact Center Operations Software Key Players in Southeast Asia (2019-2020)

10.3 Southeast Asia Contact Center Operations Software Market Size by Type (2015-2020)

10.4 Southeast Asia Contact Center Operations Software Market Size by Application (2015-2020)

## **11 INDIA**

11.1 India Contact Center Operations Software Market Size (2015-2020)

11.2 Contact Center Operations Software Key Players in India (2019-2020)

11.3 India Contact Center Operations Software Market Size by Type (2015-2020)

11.4 India Contact Center Operations Software Market Size by Application (2015-2020)

## **12 CENTRAL & SOUTH AMERICA**

12.1 Central & South America Contact Center Operations Software Market Size (2015-2020)

12.2 Contact Center Operations Software Key Players in Central & South America (2019-2020)

12.3 Central & South America Contact Center Operations Software Market Size by Type (2015-2020)

12.4 Central & South America Contact Center Operations Software Market Size by Application (2015-2020)

## **13 KEY PLAYERS PROFILES**

13.1 Talkdesk

13.1.1 Talkdesk Company Details

13.1.2 Talkdesk Business Overview and Its Total Revenue

13.1.3 Talkdesk Contact Center Operations Software Introduction

13.1.4 Talkdesk Revenue in Contact Center Operations Software Business (2015-2020))

13.1.5 Talkdesk Recent Development

13.2 Genesys



- 13.2.1 Genesys Company Details
- 13.2.2 Genesys Business Overview and Its Total Revenue
- 13.2.3 Genesys Contact Center Operations Software Introduction
- 13.2.4 Genesys Revenue in Contact Center Operations Software Business (2015-2020)
- 13.2.5 Genesys Recent Development
- 13.3 NICE inContact
  - 13.3.1 NICE inContact Company Details
  - 13.3.2 NICE inContact Business Overview and Its Total Revenue
  - 13.3.3 NICE inContact Contact Center Operations Software Introduction
  - 13.3.4 NICE inContact Revenue in Contact Center Operations Software Business (2015-2020)
  - 13.3.5 NICE inContact Recent Development
- 13.4 Dixa
  - 13.4.1 Dixa Company Details
  - 13.4.2 Dixa Business Overview and Its Total Revenue
  - 13.4.3 Dixa Contact Center Operations Software Introduction
  - 13.4.4 Dixa Revenue in Contact Center Operations Software Business (2015-2020)
  - 13.4.5 Dixa Recent Development
- 13.5 Aircall
  - 13.5.1 Aircall Company Details
  - 13.5.2 Aircall Business Overview and Its Total Revenue
  - 13.5.3 Aircall Contact Center Operations Software Introduction
  - 13.5.4 Aircall Revenue in Contact Center Operations Software Business (2015-2020)
  - 13.5.5 Aircall Recent Development
- 13.6 UJET
  - 13.6.1 UJET Company Details
  - 13.6.2 UJET Business Overview and Its Total Revenue
  - 13.6.3 UJET Contact Center Operations Software Introduction
  - 13.6.4 UJET Revenue in Contact Center Operations Software Business (2015-2020)
  - 13.6.5 UJET Recent Development
- 13.7 3CX
  - 13.7.1 3CX Company Details
  - 13.7.2 3CX Business Overview and Its Total Revenue
  - 13.7.3 3CX Contact Center Operations Software Introduction
  - 13.7.4 3CX Revenue in Contact Center Operations Software Business (2015-2020)
  - 13.7.5 3CX Recent Development
- 13.8 CloudTalk
  - 13.8.1 CloudTalk Company Details

- 13.8.2 CloudTalk Business Overview and Its Total Revenue
- 13.8.3 CloudTalk Contact Center Operations Software Introduction
- 13.8.4 CloudTalk Revenue in Contact Center Operations Software Business (2015-2020)
- 13.8.5 CloudTalk Recent Development
- 13.9 CallTrackingMetrics
  - 13.9.1 CallTrackingMetrics Company Details
  - 13.9.2 CallTrackingMetrics Business Overview and Its Total Revenue
  - 13.9.3 CallTrackingMetrics Contact Center Operations Software Introduction
  - 13.9.4 CallTrackingMetrics Revenue in Contact Center Operations Software Business (2015-2020)
  - 13.9.5 CallTrackingMetrics Recent Development
- 13.10 Connect First
  - 13.10.1 Connect First Company Details
  - 13.10.2 Connect First Business Overview and Its Total Revenue
  - 13.10.3 Connect First Contact Center Operations Software Introduction
  - 13.10.4 Connect First Revenue in Contact Center Operations Software Business (2015-2020)
  - 13.10.5 Connect First Recent Development
- 13.11 Five9
  - 10.11.1 Five9 Company Details
  - 10.11.2 Five9 Business Overview and Its Total Revenue
  - 10.11.3 Five9 Contact Center Operations Software Introduction
  - 10.11.4 Five9 Revenue in Contact Center Operations Software Business (2015-2020)
  - 10.11.5 Five9 Recent Development
- 13.12 Twilio Flex
  - 10.12.1 Twilio Flex Company Details
  - 10.12.2 Twilio Flex Business Overview and Its Total Revenue
  - 10.12.3 Twilio Flex Contact Center Operations Software Introduction
  - 10.12.4 Twilio Flex Revenue in Contact Center Operations Software Business (2015-2020)
  - 10.12.5 Twilio Flex Recent Development
- 13.13 Five9 IVR
  - 10.13.1 Five9 IVR Company Details
  - 10.13.2 Five9 IVR Business Overview and Its Total Revenue
  - 10.13.3 Five9 IVR Contact Center Operations Software Introduction
  - 10.13.4 Five9 IVR Revenue in Contact Center Operations Software Business (2015-2020)
  - 10.13.5 Five9 IVR Recent Development

### 13.14 Freshcaller

10.14.1 Freshcaller Company Details

10.14.2 Freshcaller Business Overview and Its Total Revenue

10.14.3 Freshcaller Contact Center Operations Software Introduction

10.14.4 Freshcaller Revenue in Contact Center Operations Software Business  
(2015-2020)

10.14.5 Freshcaller Recent Development

### 13.15 Zendesk Talk

10.15.1 Zendesk Talk Company Details

10.15.2 Zendesk Talk Business Overview and Its Total Revenue

10.15.3 Zendesk Talk Contact Center Operations Software Introduction

10.15.4 Zendesk Talk Revenue in Contact Center Operations Software Business  
(2015-2020)

10.15.5 Zendesk Talk Recent Development

### 13.16 Avaya Aura

10.16.1 Avaya Aura Company Details

10.16.2 Avaya Aura Business Overview and Its Total Revenue

10.16.3 Avaya Aura Contact Center Operations Software Introduction

10.16.4 Avaya Aura Revenue in Contact Center Operations Software Business  
(2015-2020)

10.16.5 Avaya Aura Recent Development

### 13.17 US Claro

10.17.1 US Claro Company Details

10.17.2 US Claro Business Overview and Its Total Revenue

10.17.3 US Claro Contact Center Operations Software Introduction

10.17.4 US Claro Revenue in Contact Center Operations Software Business  
(2015-2020)

10.17.5 US Claro Recent Development

### 13.18 Ring Central

10.18.1 Ring Central Company Details

10.18.2 Ring Central Business Overview and Its Total Revenue

10.18.3 Ring Central Contact Center Operations Software Introduction

10.18.4 Ring Central Revenue in Contact Center Operations Software Business  
(2015-2020)

10.18.5 Ring Central Recent Development

### 13.19 Atento

10.19.1 Atento Company Details

10.19.2 Atento Business Overview and Its Total Revenue

10.19.3 Atento Contact Center Operations Software Introduction

- 10.19.4 Atento Revenue in Contact Center Operations Software Business (2015-2020)
- 10.19.5 Atento 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 Operations Software Key Market Segments

Table 2. Key Players Covered: Ranking by Contact Center Operations Software Revenue

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

Table 4. Global Contact Center Operations Software 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 Operations Software Market Size Forecast Scenarios)

Table 8. Opportunities and Trends for Contact Center Operations Software 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 Operations Software Players to Combat Covid-19 Impact

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

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

Table 14. Global Contact Center Operations Software Market Size by Regions (2015-2020) (US\$ Million)

Table 15. Global Contact Center Operations Software Market Share by Regions (2015-2020)

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

Table 17. Global Contact Center Operations Software 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 Operations Software Market Growth Strategy

Table 22. Main Points Interviewed from Key Contact Center Operations Software Players

Table 23. Global Contact Center Operations Software Revenue by Players (2015-2020)  
(Million US\$)

Table 24. Global Contact Center Operations Software Market Share by Players  
(2015-2020)

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

Table 26. Global Contact Center Operations Software by Players Market Concentration  
Ratio (CR5 and HHI)

Table 27. Key Players Headquarters and Area Served

Table 28. Key Players Contact Center Operations Software Product Solution and  
Service

Table 29. Date of Enter into Contact Center Operations Software Market

Table 30. Mergers & Acquisitions, Expansion Plans

Table 31. Global Contact Center Operations Software Market Size by Type (2015-2020)  
(Million US\$)

Table 32. Global Contact Center Operations Software Market Size Share by Type  
(2015-2020)

Table 33. Global Contact Center Operations Software Revenue Market Share by Type  
(2021-2026)

Table 34. Global Contact Center Operations Software Market Size Share by Application  
(2015-2020)

Table 35. Global Contact Center Operations Software Market Size by Application  
(2015-2020) (Million US\$)

Table 36. Global Contact Center Operations Software Market Size Share by Application  
(2021-2026)

Table 37. North America Key Players Contact Center Operations Software Revenue  
(2019-2020) (Million US\$)

Table 38. North America Key Players Contact Center Operations Software Market  
Share (2019-2020)

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

Table 40. North America Contact Center Operations Software Market Share by Type  
(2015-2020)

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

Table 42. North America Contact Center Operations Software Market Share by  
Application (2015-2020)

Table 43. Europe Key Players Contact Center Operations Software Revenue

(2019-2020) (Million US\$)

Table 44. Europe Key Players Contact Center Operations Software Market Share (2019-2020)

Table 45. Europe Contact Center Operations Software Market Size by Type (2015-2020) (Million US\$)

Table 46. Europe Contact Center Operations Software Market Share by Type (2015-2020)

Table 47. Europe Contact Center Operations Software Market Size by Application (2015-2020) (Million US\$)

Table 48. Europe Contact Center Operations Software Market Share by Application (2015-2020)

Table 49. China Key Players Contact Center Operations Software Revenue (2019-2020) (Million US\$)

Table 50. China Key Players Contact Center Operations Software Market Share (2019-2020)

Table 51. China Contact Center Operations Software Market Size by Type (2015-2020) (Million US\$)

Table 52. China Contact Center Operations Software Market Share by Type (2015-2020)

Table 53. China Contact Center Operations Software Market Size by Application (2015-2020) (Million US\$)

Table 54. China Contact Center Operations Software Market Share by Application (2015-2020)

Table 55. Japan Key Players Contact Center Operations Software Revenue (2019-2020) (Million US\$)

Table 56. Japan Key Players Contact Center Operations Software Market Share (2019-2020)

Table 57. Japan Contact Center Operations Software Market Size by Type (2015-2020) (Million US\$)

Table 58. Japan Contact Center Operations Software Market Share by Type (2015-2020)

Table 59. Japan Contact Center Operations Software Market Size by Application (2015-2020) (Million US\$)

Table 60. Japan Contact Center Operations Software Market Share by Application (2015-2020)

Table 61. Southeast Asia Key Players Contact Center Operations Software Revenue (2019-2020) (Million US\$)

Table 62. Southeast Asia Key Players Contact Center Operations Software Market Share (2019-2020)

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

Table 64. Southeast Asia Contact Center Operations Software Market Share by Type (2015-2020)

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

Table 66. Southeast Asia Contact Center Operations Software Market Share by Application (2015-2020)

Table 67. India Key Players Contact Center Operations Software Revenue (2019-2020) (Million US\$)

Table 68. India Key Players Contact Center Operations Software Market Share (2019-2020)

Table 69. India Contact Center Operations Software Market Size by Type (2015-2020) (Million US\$)

Table 70. India Contact Center Operations Software Market Share by Type (2015-2020)

Table 71. India Contact Center Operations Software Market Size by Application (2015-2020) (Million US\$)

Table 72. India Contact Center Operations Software Market Share by Application (2015-2020)

Table 73. Central & South America Key Players Contact Center Operations Software Revenue (2019-2020) (Million US\$)

Table 74. Central & South America Key Players Contact Center Operations Software Market Share (2019-2020)

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

Table 76. Central & South America Contact Center Operations Software Market Share by Type (2015-2020)

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

Table 78. Central & South America Contact Center Operations Software Market Share by Application (2015-2020)

Table 79. Talkdesk Company Details

Table 80. Talkdesk Business Overview

Table 81. Talkdesk Product

Table 82. Talkdesk Revenue in Contact Center Operations Software Business (2015-2020) (Million US\$)

Table 83. Talkdesk Recent Development

Table 84. Genesys Company Details

Table 85. Genesys Business Overview



Table 86. Genesys Product

Table 87. Genesys Revenue in Contact Center Operations Software Business (2015-2020) (Million US\$)

Table 88. Genesys Recent Development

Table 89. NICE inContact Company Details

Table 90. NICE inContact Business Overview

Table 91. NICE inContact Product

Table 92. NICE inContact Revenue in Contact Center Operations Software Business (2015-2020) (Million US\$)

Table 93. NICE inContact Recent Development

Table 94. Dixa Company Details

Table 95. Dixa Business Overview

Table 96. Dixa Product

Table 97. Dixa Revenue in Contact Center Operations Software Business (2015-2020) (Million US\$)

Table 98. Dixa Recent Development

Table 99. Aircall Company Details

Table 100. Aircall Business Overview

Table 101. Aircall Product

Table 102. Aircall Revenue in Contact Center Operations Software Business (2015-2020) (Million US\$)

Table 103. Aircall Recent Development

Table 104. UJET Company Details

Table 105. UJET Business Overview

Table 106. UJET Product

Table 107. UJET Revenue in Contact Center Operations Software Business (2015-2020) (Million US\$)

Table 108. UJET Recent Development

Table 109. 3CX Company Details

Table 110. 3CX Business Overview

Table 111. 3CX Product

Table 112. 3CX Revenue in Contact Center Operations Software Business (2015-2020) (Million US\$)

Table 113. 3CX Recent Development

Table 114. CloudTalk Business Overview

Table 115. CloudTalk Product

Table 116. CloudTalk Company Details

Table 117. CloudTalk Revenue in Contact Center Operations Software Business (2015-2020) (Million US\$)

- Table 118. CloudTalk Recent Development
- Table 119. CallTrackingMetrics Company Details
- Table 120. CallTrackingMetrics Business Overview
- Table 121. CallTrackingMetrics Product
- Table 122. CallTrackingMetrics Revenue in Contact Center Operations Software Business (2015-2020) (Million US\$)
- Table 123. CallTrackingMetrics Recent Development
- Table 124. Connect First Company Details
- Table 125. Connect First Business Overview
- Table 126. Connect First Product
- Table 127. Connect First Revenue in Contact Center Operations Software Business (2015-2020) (Million US\$)
- Table 128. Connect First Recent Development
- Table 129. Five9 Company Details
- Table 130. Five9 Business Overview
- Table 131. Five9 Product
- Table 132. Five9 Revenue in Contact Center Operations Software Business (2015-2020) (Million US\$)
- Table 133. Five9 Recent Development
- Table 134. Twilio Flex Company Details
- Table 135. Twilio Flex Business Overview
- Table 136. Twilio Flex Product
- Table 137. Twilio Flex Revenue in Contact Center Operations Software Business (2015-2020) (Million US\$)
- Table 138. Twilio Flex Recent Development
- Table 139. Five9 IVR Company Details
- Table 140. Five9 IVR Business Overview
- Table 141. Five9 IVR Product
- Table 142. Five9 IVR Revenue in Contact Center Operations Software Business (2015-2020) (Million US\$)
- Table 143. Five9 IVR Recent Development
- Table 144. Freshcaller Company Details
- Table 145. Freshcaller Business Overview
- Table 146. Freshcaller Product
- Table 147. Freshcaller Revenue in Contact Center Operations Software Business (2015-2020) (Million US\$)
- Table 148. Freshcaller Recent Development
- Table 149. Zendesk Talk Company Details
- Table 150. Zendesk Talk Business Overview

Table 151. Zendesk Talk Product

Table 152. Zendesk Talk Revenue in Contact Center Operations Software Business (2015-2020) (Million US\$)

Table 153. Zendesk Talk Recent Development

Table 154. Avaya Aura Company Details

Table 155. Avaya Aura Business Overview

Table 156. Avaya Aura Product

Table 157. Avaya Aura Revenue in Contact Center Operations Software Business (2015-2020) (Million US\$)

Table 158. Avaya Aura Recent Development

Table 159. US Claro Company Details

Table 160. US Claro Business Overview

Table 161. US Claro Product

Table 162. US Claro Revenue in Contact Center Operations Software Business (2015-2020) (Million US\$)

Table 163. US Claro Recent Development

Table 164. Ring Central Company Details

Table 165. Ring Central Business Overview

Table 166. Ring Central Product

Table 167. Ring Central Revenue in Contact Center Operations Software Business (2015-2020) (Million US\$)

Table 168. Ring Central Recent Development

Table 169. Atento Company Details

Table 170. Atento Business Overview

Table 171. Atento Product

Table 172. Atento Revenue in Contact Center Operations Software Business (2015-2020) (Million US\$)

Table 173. Atento Recent Development

Table 174. Research Programs/Design for This Report

Table 175. Key Data Information from Secondary Sources

Table 176. Key Data Information from Primary Sources

## List Of Figures

### LIST OF FIGURES

- Figure 1. Global Contact Center Operations Software Market Share by Type: 2020 VS 2026
- Figure 2. Onshore Outsourcing Features
- Figure 3. Offshore Outsourcing Features
- Figure 4. Global Contact Center Operations Software 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 Operations Software Report Years Considered
- Figure 12. Global Contact Center Operations Software Market Size YoY Growth 2015-2026 (US\$ Million)
- Figure 13. Global Contact Center Operations Software Market Share by Regions: 2020 VS 2026
- Figure 14. Global Contact Center Operations Software Market Share by Regions (2021-2026)
- Figure 15. Porter's Five Forces Analysis
- Figure 16. Global Contact Center Operations Software Market Share by Players in 2019
- Figure 17. Global Top Contact Center Operations Software Players by Company Type (Tier 1, Tier 2 and Tier 3) (based on the Revenue in Contact Center Operations Software as of 2019)
- Figure 18. The Top 10 and 5 Players Market Share by Contact Center Operations Software Revenue in 2019
- Figure 19. North America Contact Center Operations Software Market Size YoY Growth (2015-2020) (Million US\$)
- Figure 20. Europe Contact Center Operations Software Market Size YoY Growth (2015-2020) (Million US\$)
- Figure 21. China Contact Center Operations Software Market Size YoY Growth (2015-2020) (Million US\$)
- Figure 22. Japan Contact Center Operations Software Market Size YoY Growth (2015-2020) (Million US\$)
- Figure 23. Southeast Asia Contact Center Operations Software Market Size YoY

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

Figure 24. India Contact Center Operations Software Market Size YoY Growth (2015-2020) (Million US\$)

Figure 25. Central & South America Contact Center Operations Software Market Size YoY Growth (2015-2020) (Million US\$)

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

Figure 27. Talkdesk Revenue Growth Rate in Contact Center Operations Software Business (2015-2020)

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

Figure 29. Genesys Revenue Growth Rate in Contact Center Operations Software Business (2015-2020)

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

Figure 31. NICE inContact Revenue Growth Rate in Contact Center Operations Software Business (2015-2020)

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

Figure 33. Dixa Revenue Growth Rate in Contact Center Operations Software Business (2015-2020)

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

Figure 35. Aircall Revenue Growth Rate in Contact Center Operations Software Business (2015-2020)

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

Figure 37. UJET Revenue Growth Rate in Contact Center Operations Software Business (2015-2020)

Figure 38. 3CX Total Revenue (US\$ Million): 2019 Compared with 2018

Figure 39. 3CX Revenue Growth Rate in Contact Center Operations Software Business (2015-2020)

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

Figure 41. CloudTalk Revenue Growth Rate in Contact Center Operations Software Business (2015-2020)

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

Figure 43. CallTrackingMetrics Revenue Growth Rate in Contact Center Operations Software Business (2015-2020)

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

Figure 45. Connect First Revenue Growth Rate in Contact Center Operations Software Business (2015-2020)

Figure 46. Five9 Total Revenue (US\$ Million): 2019 Compared with 2018

Figure 47. Five9 Revenue Growth Rate in Contact Center Operations Software Business (2015-2020)

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

Figure 49. Twilio Flex Revenue Growth Rate in Contact Center Operations Software Business (2015-2020)

Figure 50. Five9 IVR Total Revenue (US\$ Million): 2019 Compared with 2018

Figure 51. Five9 IVR Revenue Growth Rate in Contact Center Operations Software Business (2015-2020)

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

Figure 53. Freshcaller Revenue Growth Rate in Contact Center Operations Software Business (2015-2020)

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

Figure 55. Zendesk Talk Revenue Growth Rate in Contact Center Operations Software Business (2015-2020)

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

Figure 57. Avaya Aura Revenue Growth Rate in Contact Center Operations Software Business (2015-2020)

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

Figure 59. US Claro Revenue Growth Rate in Contact Center Operations Software Business (2015-2020)

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

Figure 61. Ring Central Revenue Growth Rate in Contact Center Operations Software Business (2015-2020)

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

Figure 63. Atento Revenue Growth Rate in Contact Center Operations Software Business (2015-2020)

Figure 64. Bottom-up and Top-down Approaches for This Report

Figure 65. Data Triangulation

Figure 66. Key Executives Interviewed

## I would like to order

Product name: Global Contact Center Operations Software Market Size, Status and Forecast 2020-2026

Product link: <https://marketpublishers.com/r/GF73D429C682EN.html>

Price: US\$ 3,900.00 (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/GF73D429C682EN.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