

Global Customer Journey Analytics Market Size, Status and Forecast 2022

https://marketpublishers.com/r/GC1D9E5B31AWEN.html

Date: October 2017 Pages: 102 Price: US\$ 3,300.00 (Single User License) ID: GC1D9E5B31AWEN

Abstracts

This report studies the global Customer Journey Analytics market, analyzes and researches the Customer Journey Analytics development status and forecast in United States, EU, Japan, China, India and Southeast Asia. This report focuses on the top players in global market, like

IBM Corporation (US)

Salesforce.com (US)

Adobe Systems Incorporated (US)

SAP SE (Germany)

NICE Ltd (Israel)

Verint Systems Inc (US)

Pointillist (Luxembourg)

ClickFox (US)

Quadient (Switzerland)

Kitewheel (US)

Servion Global Solutions Ltd (India)



CallMiner, Inc (US)

Market segment by Regions/Countries, this report covers

United States

EU

Japan

China

India

Southeast Asia

Market segment by Type, Customer Journey Analytics can be split into

Customer Segmentation and Targeting

Customer Behavioral Analysis

Campaign Management

Market segment by Application, Customer Journey Analytics can be split into

BFSI

Healthcare and Life Sciences

Manufacturing or Industrial

Consumer Goods and Retail

Information Technology and Telecommunications



Transport and Logistics

Others

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



Contents

Global Customer Journey Analytics Market Size, Status and Forecast 2022

1 INDUSTRY OVERVIEW OF CUSTOMER JOURNEY ANALYTICS

- 1.1 Customer Journey Analytics Market Overview
 - 1.1.1 Customer Journey Analytics Product Scope
 - 1.1.2 Market Status and Outlook
- 1.2 Global Customer Journey Analytics Market Size and Analysis by Regions
- 1.2.1 United States
- 1.2.2 EU
- 1.2.3 Japan
- 1.2.4 China
- 1.2.5 India
- 1.2.6 Southeast Asia
- 1.3 Customer Journey Analytics Market by Type
- 1.3.1 Customer Segmentation and Targeting
- 1.3.2 Customer Behavioral Analysis
- 1.3.3 Campaign Management
- 1.4 Customer Journey Analytics Market by End Users/Application
 - 1.4.1 BFSI
 - 1.4.2 Healthcare and Life Sciences
 - 1.4.3 Manufacturing or Industrial
 - 1.4.4 Consumer Goods and Retail
 - 1.4.5 Information Technology and Telecommunications
 - 1.4.6 Transport and Logistics
 - 1.4.7 Others

2 GLOBAL CUSTOMER JOURNEY ANALYTICS COMPETITION ANALYSIS BY PLAYERS

- 2.1 Customer Journey Analytics Market Size (Value) by Players (2016 and 2017)
- 2.2 Competitive Status and Trend
 - 2.2.1 Market Concentration Rate
 - 2.2.2 Product/Service Differences
 - 2.2.3 New Entrants
 - 2.2.4 The Technology Trends in Future



3 COMPANY (TOP PLAYERS) PROFILES

- 3.1 IBM Corporation (US)
 - 3.1.1 Company Profile
 - 3.1.2 Main Business/Business Overview
 - 3.1.3 Products, Services and Solutions
 - 3.1.4 Customer Journey Analytics Revenue (Value) (2012-2017)
 - 3.1.5 Recent Developments
- 3.2 Salesforce.com (US)
- 3.2.1 Company Profile
- 3.2.2 Main Business/Business Overview
- 3.2.3 Products, Services and Solutions
- 3.2.4 Customer Journey Analytics Revenue (Value) (2012-2017)
- 3.2.5 Recent Developments
- 3.3 Adobe Systems Incorporated (US)
 - 3.3.1 Company Profile
 - 3.3.2 Main Business/Business Overview
 - 3.3.3 Products, Services and Solutions
 - 3.3.4 Customer Journey Analytics Revenue (Value) (2012-2017)
- 3.3.5 Recent Developments
- 3.4 SAP SE (Germany)
 - 3.4.1 Company Profile
 - 3.4.2 Main Business/Business Overview
 - 3.4.3 Products, Services and Solutions
 - 3.4.4 Customer Journey Analytics Revenue (Value) (2012-2017)
- 3.4.5 Recent Developments
- 3.5 NICE Ltd (Israel)
 - 3.5.1 Company Profile
 - 3.5.2 Main Business/Business Overview
 - 3.5.3 Products, Services and Solutions
 - 3.5.4 Customer Journey Analytics Revenue (Value) (2012-2017)
- 3.5.5 Recent Developments
- 3.6 Verint Systems Inc (US)
 - 3.6.1 Company Profile
 - 3.6.2 Main Business/Business Overview
 - 3.6.3 Products, Services and Solutions
 - 3.6.4 Customer Journey Analytics Revenue (Value) (2012-2017)
- 3.6.5 Recent Developments
- 3.7 Pointillist (Luxembourg)



- 3.7.1 Company Profile
- 3.7.2 Main Business/Business Overview
- 3.7.3 Products, Services and Solutions
- 3.7.4 Customer Journey Analytics Revenue (Value) (2012-2017)
- 3.7.5 Recent Developments
- 3.8 ClickFox (US)
 - 3.8.1 Company Profile
 - 3.8.2 Main Business/Business Overview
 - 3.8.3 Products, Services and Solutions
- 3.8.4 Customer Journey Analytics Revenue (Value) (2012-2017)
- 3.8.5 Recent Developments
- 3.9 Quadient (Switzerland)
- 3.9.1 Company Profile
- 3.9.2 Main Business/Business Overview
- 3.9.3 Products, Services and Solutions
- 3.9.4 Customer Journey Analytics Revenue (Value) (2012-2017)
- 3.9.5 Recent Developments
- 3.10 Kitewheel (US)
- 3.10.1 Company Profile
- 3.10.2 Main Business/Business Overview
- 3.10.3 Products, Services and Solutions
- 3.10.4 Customer Journey Analytics Revenue (Value) (2012-2017)
- 3.10.5 Recent Developments
- 3.11 Servion Global Solutions Ltd (India)
- 3.12 CallMiner, Inc (US)

4 GLOBAL CUSTOMER JOURNEY ANALYTICS MARKET SIZE BY TYPE AND APPLICATION (2012-2017)

- 4.1 Global Customer Journey Analytics Market Size by Type (2012-2017)
- 4.2 Global Customer Journey Analytics Market Size by Application (2012-2017)
- 4.3 Potential Application of Customer Journey Analytics in Future
- 4.4 Top Consumer/End Users of Customer Journey Analytics

5 UNITED STATES CUSTOMER JOURNEY ANALYTICS DEVELOPMENT STATUS AND OUTLOOK

- 5.1 United States Customer Journey Analytics Market Size (2012-2017)
- 5.2 United States Customer Journey Analytics Market Size and Market Share by



Players (2016 and 2017)

6 EU CUSTOMER JOURNEY ANALYTICS DEVELOPMENT STATUS AND OUTLOOK

6.1 EU Customer Journey Analytics Market Size (2012-2017)6.2 EU Customer Journey Analytics Market Size and Market Share by Players (2016 and 2017)

7 JAPAN CUSTOMER JOURNEY ANALYTICS DEVELOPMENT STATUS AND OUTLOOK

7.1 Japan Customer Journey Analytics Market Size (2012-2017)7.2 Japan Customer Journey Analytics Market Size and Market Share by Players (2016)

and 2017)

8 CHINA CUSTOMER JOURNEY ANALYTICS DEVELOPMENT STATUS AND OUTLOOK

8.1 China Customer Journey Analytics Market Size (2012-2017)

8.2 China Customer Journey Analytics Market Size and Market Share by Players (2016 and 2017)

9 INDIA CUSTOMER JOURNEY ANALYTICS DEVELOPMENT STATUS AND OUTLOOK

9.1 India Customer Journey Analytics Market Size (2012-2017)9.2 India Customer Journey Analytics Market Size and Market Share by Players (2016 and 2017)

10 SOUTHEAST ASIA CUSTOMER JOURNEY ANALYTICS DEVELOPMENT STATUS AND OUTLOOK

10.1 Southeast Asia Customer Journey Analytics Market Size (2012-2017)10.2 Southeast Asia Customer Journey Analytics Market Size and Market Share by Players (2016 and 2017)

11 MARKET FORECAST BY REGIONS, TYPE AND APPLICATION (2017-2022)



11.1 Global Customer Journey Analytics Market Size (Value) by Regions (2017-2022)11.1.1 United States Customer Journey Analytics Revenue and Growth Rate(2017-2022)

11.1.2 EU Customer Journey Analytics Revenue and Growth Rate (2017-2022)

- 11.1.3 Japan Customer Journey Analytics Revenue and Growth Rate (2017-2022)
- 11.1.4 China Customer Journey Analytics Revenue and Growth Rate (2017-2022)
- 11.1.5 India Customer Journey Analytics Revenue and Growth Rate (2017-2022)

11.1.6 Southeast Asia Customer Journey Analytics Revenue and Growth Rate (2017-2022)

11.2 Global Customer Journey Analytics Market Size (Value) by Type (2017-2022)

11.3 Global Customer Journey Analytics Market Size by Application (2017-2022)

12 CUSTOMER JOURNEY ANALYTICS MARKET DYNAMICS

- 12.1 Customer Journey Analytics Market Opportunities
- 12.2 Customer Journey Analytics Challenge and Risk
- 12.2.1 Competition from Opponents
- 12.2.2 Downside Risks of Economy
- 12.3 Customer Journey Analytics Market Constraints and Threat
- 12.3.1 Threat from Substitute
- 12.3.2 Government Policy
- 12.3.3 Technology Risks
- 12.4 Customer Journey Analytics Market Driving Force
 - 12.4.1 Growing Demand from Emerging Markets
 - 12.4.2 Potential Application

13 MARKET EFFECT FACTORS ANALYSIS

- 13.1 Technology Progress/Risk
- 13.1.1 Substitutes
- 13.1.2 Technology Progress in Related Industry
- 13.2 Consumer Needs Trend/Customer Preference
- 13.3 External Environmental Change
- 13.3.1 Economic Fluctuations
- 13.3.2 Other Risk Factors

14 RESEARCH FINDING/CONCLUSION

15 APPENDIX



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 Customer Journey Analytics Product Scope Figure Global Customer Journey Analytics Market Size (Million USD) (2012-2017) Table Global Customer Journey Analytics Market Size (Million USD) and Growth Rate by Regions (2012-2017)

Figure Global Customer Journey Analytics Market Share by Regions in 2016 Figure United States Customer Journey Analytics Market Size (Million USD) and Growth Rate by Regions (2012-2017)

Figure EU Customer Journey Analytics Market Size (Million USD) and Growth Rate by Regions (2012-2017)

Figure Japan Customer Journey Analytics Market Size (Million USD) and Growth Rate by Regions (2012-2017)

Figure China Customer Journey Analytics Market Size (Million USD) and Growth Rate by Regions (2012-2017)

Figure India Customer Journey Analytics Market Size (Million USD) and Growth Rate by Regions (2012-2017)

Figure Southeast Asia Customer Journey Analytics Market Size (Million USD) and Growth Rate by Regions (2012-2017)

Figure Global Customer Journey Analytics Market Share by Type in 2016 Figure Customer Segmentation and Targeting Market Size (Million USD) and Growth Rate (2012-2017)

Figure Customer Behavioral Analysis Market Size (Million USD) and Growth Rate (2012-2017)

Figure Campaign Management Market Size (Million USD) and Growth Rate (2012-2017)

Figure Global Customer Journey Analytics Market Share by Application in 2016 Table Key Downstream Customer in BFSI

Figure Customer Journey Analytics Market Size (Million USD) and Growth Rate in BFSI (2012-2017)

Table Key Downstream Customer in Healthcare and Life Sciences

Figure Customer Journey Analytics Market Size (Million USD) and Growth Rate in Healthcare and Life Sciences (2012-2017)

Table Key Downstream Customer in Manufacturing or Industrial

Figure Customer Journey Analytics Market Size (Million USD) and Growth Rate in Manufacturing or Industrial (2012-2017)

Table Key Downstream Customer in Consumer Goods and Retail



Figure Customer Journey Analytics Market Size (Million USD) and Growth Rate in Consumer Goods and Retail (2012-2017)

Table Key Downstream Customer in Information Technology and Telecommunications Figure Customer Journey Analytics Market Size (Million USD) and Growth Rate in Information Technology and Telecommunications (2012-2017)

Table Key Downstream Customer in Transport and Logistics

Figure Customer Journey Analytics Market Size (Million USD) and Growth Rate in Transport and Logistics (2012-2017)

Table Key Downstream Customer in Others

Figure Customer Journey Analytics Market Size (Million USD) and Growth Rate in Others (2012-2017)

Table Customer Journey Analytics Market Size (Million USD) by Players (2016 and 2017)

Figure Customer Journey Analytics Market Size Share by Players in 2016

Figure Customer Journey Analytics Market Size Share by Players in 2017

Table IBM Corporation (US) Basic Information List

Table Customer Journey Analytics Business Revenue (Million USD) of IBM Corporation (US) (2012-2017)

Figure IBM Corporation (US) Customer Journey Analytics Business Revenue Market Share in 2016

Table Salesforce.com (US) Basic Information List

Table Customer Journey Analytics Business Revenue (Million USD) of Salesforce.com (US) (2012-2017)

Figure Salesforce.com (US) Customer Journey Analytics Business Revenue Market Share in 2016

Table Adobe Systems Incorporated (US) Basic Information List

Table Customer Journey Analytics Business Revenue (Million USD) of Adobe Systems Incorporated (US) (2012-2017)

Figure Adobe Systems Incorporated (US) Customer Journey Analytics Business Revenue Market Share in 2016

Table SAP SE (Germany) Basic Information List

Table Customer Journey Analytics Business Revenue (Million USD) of SAP SE (Germany) (2012-2017)

Figure SAP SE (Germany) Customer Journey Analytics Business Revenue Market Share in 2016

Table NICE Ltd (Israel) Basic Information List

Table Customer Journey Analytics Business Revenue (Million USD) of NICE Ltd (Israel) (2012-2017)

Figure NICE Ltd (Israel) Customer Journey Analytics Business Revenue Market Share



in 2016

Table Verint Systems Inc (US) Basic Information List

Table Customer Journey Analytics Business Revenue (Million USD) of Verint Systems Inc (US) (2012-2017)

Figure Verint Systems Inc (US) Customer Journey Analytics Business Revenue Market Share in 2016

Table Pointillist (Luxembourg) Basic Information List

Table Customer Journey Analytics Business Revenue (Million USD) of Pointillist (Luxembourg) (2012-2017)

Figure Pointillist (Luxembourg) Customer Journey Analytics Business Revenue Market Share in 2016

Table ClickFox (US) Basic Information List

Table Customer Journey Analytics Business Revenue (Million USD) of ClickFox (US) (2012-2017)

Figure ClickFox (US) Customer Journey Analytics Business Revenue Market Share in 2016

Table Quadient (Switzerland) Basic Information List

Table Customer Journey Analytics Business Revenue (Million USD) of Quadient (Switzerland) (2012-2017)

Figure Quadient (Switzerland) Customer Journey Analytics Business Revenue Market Share in 2016

Table Kitewheel (US) Basic Information List

Table Customer Journey Analytics Business Revenue (Million USD) of Kitewheel (US) (2012-2017)

Figure Kitewheel (US) Customer Journey Analytics Business Revenue Market Share in 2016

Table Servion Global Solutions Ltd (India) Basic Information List

Table Customer Journey Analytics Business Revenue (Million USD) of Servion Global Solutions Ltd (India) (2012-2017)

Figure Servion Global Solutions Ltd (India) Customer Journey Analytics Business Revenue Market Share in 2016

Table CallMiner, Inc (US) Basic Information List

Table Customer Journey Analytics Business Revenue (Million USD) of CallMiner, Inc (US) (2012-2017)

Figure CallMiner, Inc (US) Customer Journey Analytics Business Revenue Market Share in 2016

Table Global Customer Journey Analytics Market Size (Million USD) by Type (2012-2017)

Figure Global Customer Journey Analytics Market Size Share by Type in 2012



Figure Global Customer Journey Analytics Market Size Share by Type in 2013 Figure Global Customer Journey Analytics Market Size Share by Type in 2014 Figure Global Customer Journey Analytics Market Size Share by Type in 2015 Figure Global Customer Journey Analytics Market Size Share by Type in 2016 Figure Global Customer Journey Analytics Market Size Share by Type in 2017 Table Global Customer Journey Analytics Market Size (Million USD) by Application (2012-2017)

Figure Global Customer Journey Analytics Market Size (Million USD) by Application in 2012

Figure Global Customer Journey Analytics Market Size (Million USD) by Application in 2013

Figure Global Customer Journey Analytics Market Size (Million USD) by Application in 2014

Figure Global Customer Journey Analytics Market Size (Million USD) by Application in 2015

Figure Global Customer Journey Analytics Market Size (Million USD) by Application in 2016

Figure Global Customer Journey Analytics Market Size (Million USD) by Application in 2017

Table Top Consumer/End Users of Customer Journey Analytics

Figure United States Customer Journey Analytics Market Size (Million USD) and Growth Rate by Regions (2012-2017)

Table United States Customer Journey Analytics Market Size (Million USD) by Players (2012-2017)

Figure United States Customer Journey Analytics Market Size Share by Players in 2016 Figure United States Customer Journey Analytics Market Size Share by Players in 2017 Figure EU Customer Journey Analytics Market Size (Million USD) and Growth Rate by Regions (2012-2017)

Table EU Customer Journey Analytics Market Size (Million USD) by Players (2012-2017)

Figure EU Customer Journey Analytics Market Size Share by Players in 2016 Figure EU Customer Journey Analytics Market Size Share by Players in 2017 Figure Japan Customer Journey Analytics Market Size (Million USD) and Growth Rate by Regions (2012-2017)

Table Japan Customer Journey Analytics Market Size (Million USD) by Players (2012-2017)

Figure Japan Customer Journey Analytics Market Size Share by Players in 2016 Figure Japan Customer Journey Analytics Market Size Share by Players in 2017 Figure China Customer Journey Analytics Market Size (Million USD) and Growth Rate



by Regions (2012-2017)

Table China Customer Journey Analytics Market Size (Million USD) by Players (2012-2017)

Figure China Customer Journey Analytics Market Size Share by Players in 2016 Figure China Customer Journey Analytics Market Size Share by Players in 2017 Figure India Customer Journey Analytics Market Size (Million USD) and Growth Rate by Regions (2012-2017)

Table India Customer Journey Analytics Market Size (Million USD) by Players (2012-2017)

Figure India Customer Journey Analytics Market Size Share by Players in 2016 Figure India Customer Journey Analytics Market Size Share by Players in 2017 Figure Southeast Asia Customer Journey Analytics Market Size (Million USD) and Growth Rate by Regions (2012-2017)

Table Southeast Asia Customer Journey Analytics Market Size (Million USD) by Players (2012-2017)

Figure Southeast Asia Customer Journey Analytics Market Size Share by Players in 2016

Figure Southeast Asia Customer Journey Analytics Market Size Share by Players in 2017

Figure Global Customer Journey Analytics Market Size (Million USD) by Regions (2017-2022)

Table Global Customer Journey Analytics Market Size (Million USD) by Regions (2017-2022)

Figure Global Customer Journey Analytics Market Size Share by Regions in 2017 Figure Global Customer Journey Analytics Market Size Share by Regions in 2022

Figure United States Customer Journey Analytics Revenue (Million USD) and Growth Rate (2017-2022)

Figure EU Customer Journey Analytics Revenue (Million USD) and Growth Rate (2017-2022)

Figure Japan Customer Journey Analytics Revenue (Million USD) and Growth Rate (2017-2022)

Figure China Customer Journey Analytics Revenue (Million USD) and Growth Rate (2017-2022)

Figure India Customer Journey Analytics Revenue (Million USD) and Growth Rate (2017-2022)

Figure Southeast Asia Customer Journey Analytics Revenue (Million USD) and Growth Rate (2017-2022)

Table Global Customer Journey Analytics Market Size (Million USD) by Type (2017-2022)



Figure Global Customer Journey Analytics Market Size Share by Type in 2017 Figure Global Customer Journey Analytics Market Size Share by Type in 2022 Table Global Customer Journey Analytics Market Size (Million USD) by Application (2017-2022)

Figure Global Customer Journey Analytics Market Size (Million USD) by Application in 2017

Figure Global Customer Journey Analytics Market Size (Million USD) by Application in 2022



I would like to order

Product name: Global Customer Journey Analytics Market Size, Status and Forecast 2022 Product link: <u>https://marketpublishers.com/r/GC1D9E5B31AWEN.html</u>

Price: US\$ 3,300.00 (Single User License / Electronic Delivery) If you want to order Corporate License or Hard Copy, please, contact our Customer Service: <u>info@marketpublishers.com</u>

Payment

To pay by Credit Card (Visa, MasterCard, American Express, PayPal), please, click button on product page <u>https://marketpublishers.com/r/GC1D9E5B31AWEN.html</u>

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

Custumer signature _____

Please, note that by ordering from marketpublishers.com you are agreeing to our Terms & Conditions at <u>https://marketpublishers.com/docs/terms.html</u>

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