

# Global IVR Software Market Size, Status and Forecast 2022

https://marketpublishers.com/r/G66F691B0ECWEN.html

Date: October 2017

Pages: 115

Price: US\$ 3,300.00 (Single User License)

ID: G66F691B0ECWEN

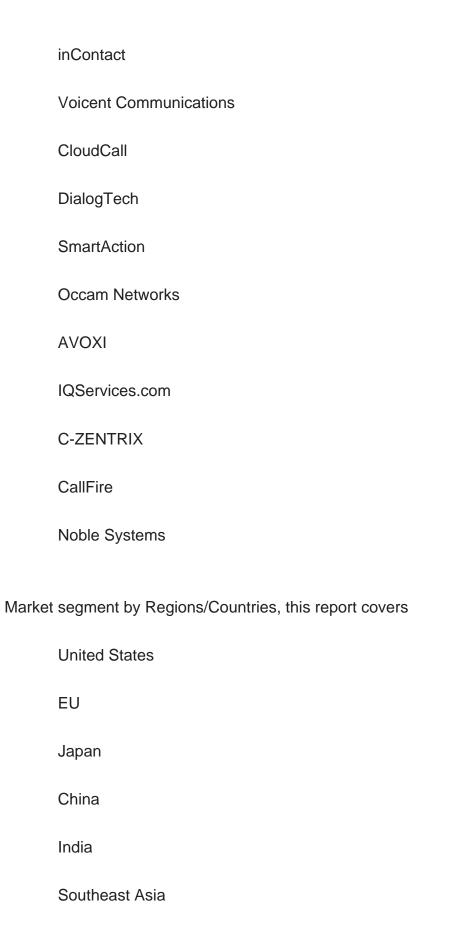
# **Abstracts**

This report studies the global IVR Software market, analyzes and researches the IVR Software 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

Talkdesk
Five9
Plum
Voxco IVR
VoiceGuide IVR
Kixie PowerCall
Convoso
FluentStream
Genesys
NCH
Coxco







Market segment by	Type, IVR Software	e can be split into
-------------------	--------------------	---------------------

Bank and Stock Account Balances and Transfers

Surveys and Polls

Office Call Routing

Call Center Forwarding

Simple Order Entry Transactions

Market segment by Application, IVR Software can be split into

**Banking Institutions** 

**Medical Institutions** 

**Surveying Institutions** 

Other

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



#### **Contents**

Global IVR Software Market Size, Status and Forecast 2022

#### 1 INDUSTRY OVERVIEW OF IVR SOFTWARE

- 1.1 IVR Software Market Overview
  - 1.1.1 IVR Software Product Scope
  - 1.1.2 Market Status and Outlook
- 1.2 Global IVR Software 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 IVR Software Market by Type
  - 1.3.1 Bank and Stock Account Balances and Transfers
  - 1.3.2 Surveys and Polls
  - 1.3.3 Office Call Routing
  - 1.3.4 Call Center Forwarding
  - 1.3.5 Simple Order Entry Transactions
- 1.4 IVR Software Market by End Users/Application
  - 1.4.1 Banking Institutions
  - 1.4.2 Medical Institutions
  - 1.4.3 Surveying Institutions
  - 1.4.4 Other

#### 2 GLOBAL IVR SOFTWARE COMPETITION ANALYSIS BY PLAYERS

- 2.1 IVR Software 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 Talkdesk
  - 3.1.1 Company Profile
  - 3.1.2 Main Business/Business Overview
  - 3.1.3 Products, Services and Solutions
  - 3.1.4 IVR Software Revenue (Value) (2012-2017)
  - 3.1.5 Recent Developments
- 3.2 Five9
  - 3.2.1 Company Profile
  - 3.2.2 Main Business/Business Overview
  - 3.2.3 Products, Services and Solutions
  - 3.2.4 IVR Software Revenue (Value) (2012-2017)
  - 3.2.5 Recent Developments
- 3.3 Plum
  - 3.3.1 Company Profile
  - 3.3.2 Main Business/Business Overview
  - 3.3.3 Products, Services and Solutions
  - 3.3.4 IVR Software Revenue (Value) (2012-2017)
  - 3.3.5 Recent Developments
- 3.4 Voxco IVR
  - 3.4.1 Company Profile
  - 3.4.2 Main Business/Business Overview
  - 3.4.3 Products, Services and Solutions
  - 3.4.4 IVR Software Revenue (Value) (2012-2017)
  - 3.4.5 Recent Developments
- 3.5 VoiceGuide IVR
  - 3.5.1 Company Profile
  - 3.5.2 Main Business/Business Overview
  - 3.5.3 Products, Services and Solutions
  - 3.5.4 IVR Software Revenue (Value) (2012-2017)
  - 3.5.5 Recent Developments
- 3.6 Kixie PowerCall
  - 3.6.1 Company Profile
  - 3.6.2 Main Business/Business Overview
  - 3.6.3 Products, Services and Solutions
  - 3.6.4 IVR Software Revenue (Value) (2012-2017)
  - 3.6.5 Recent Developments
- 3.7 Convoso
  - 3.7.1 Company Profile
- 3.7.2 Main Business/Business Overview



- 3.7.3 Products, Services and Solutions
- 3.7.4 IVR Software Revenue (Value) (2012-2017)
- 3.7.5 Recent Developments
- 3.8 FluentStream
  - 3.8.1 Company Profile
  - 3.8.2 Main Business/Business Overview
  - 3.8.3 Products, Services and Solutions
  - 3.8.4 IVR Software Revenue (Value) (2012-2017)
  - 3.8.5 Recent Developments
- 3.9 Genesys
  - 3.9.1 Company Profile
  - 3.9.2 Main Business/Business Overview
  - 3.9.3 Products, Services and Solutions
  - 3.9.4 IVR Software Revenue (Value) (2012-2017)
  - 3.9.5 Recent Developments
- 3.10 NCH
  - 3.10.1 Company Profile
  - 3.10.2 Main Business/Business Overview
  - 3.10.3 Products, Services and Solutions
  - 3.10.4 IVR Software Revenue (Value) (2012-2017)
  - 3.10.5 Recent Developments
- 3.11 Coxco
- 3.12 inContact
- 3.13 Voicent Communications
- 3.14 CloudCall
- 3.15 DialogTech
- 3.16 SmartAction
- 3.17 Occam Networks
- **3.18 AVOXI**
- 3.19 IQServices.com
- 3.20 C-ZENTRIX
- 3.21 CallFire
- 3.22 Noble Systems

# 4 GLOBAL IVR SOFTWARE MARKET SIZE BY TYPE AND APPLICATION (2012-2017)

- 4.1 Global IVR Software Market Size by Type (2012-2017)
- 4.2 Global IVR Software Market Size by Application (2012-2017)



- 4.3 Potential Application of IVR Software in Future
- 4.4 Top Consumer/End Users of IVR Software

#### 5 UNITED STATES IVR SOFTWARE DEVELOPMENT STATUS AND OUTLOOK

- 5.1 United States IVR Software Market Size (2012-2017)
- 5.2 United States IVR Software Market Size and Market Share by Players (2016 and 2017)

#### **6 EU IVR SOFTWARE DEVELOPMENT STATUS AND OUTLOOK**

- 6.1 EU IVR Software Market Size (2012-2017)
- 6.2 EU IVR Software Market Size and Market Share by Players (2016 and 2017)

#### 7 JAPAN IVR SOFTWARE DEVELOPMENT STATUS AND OUTLOOK

- 7.1 Japan IVR Software Market Size (2012-2017)
- 7.2 Japan IVR Software Market Size and Market Share by Players (2016 and 2017)

#### **8 CHINA IVR SOFTWARE DEVELOPMENT STATUS AND OUTLOOK**

- 8.1 China IVR Software Market Size (2012-2017)
- 8.2 China IVR Software Market Size and Market Share by Players (2016 and 2017)

#### 9 INDIA IVR SOFTWARE DEVELOPMENT STATUS AND OUTLOOK

- 9.1 India IVR Software Market Size (2012-2017)
- 9.2 India IVR Software Market Size and Market Share by Players (2016 and 2017)

#### 10 SOUTHEAST ASIA IVR SOFTWARE DEVELOPMENT STATUS AND OUTLOOK

- 10.1 Southeast Asia IVR Software Market Size (2012-2017)
- 10.2 Southeast Asia IVR Software Market Size and Market Share by Players (2016 and 2017)

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

- 11.1 Global IVR Software Market Size (Value) by Regions (2017-2022)
  - 11.1.1 United States IVR Software Revenue and Growth Rate (2017-2022)



- 11.1.2 EU IVR Software Revenue and Growth Rate (2017-2022)
- 11.1.3 Japan IVR Software Revenue and Growth Rate (2017-2022)
- 11.1.4 China IVR Software Revenue and Growth Rate (2017-2022)
- 11.1.5 India IVR Software Revenue and Growth Rate (2017-2022)
- 11.1.6 Southeast Asia IVR Software Revenue and Growth Rate (2017-2022)
- 11.2 Global IVR Software Market Size (Value) by Type (2017-2022)
- 11.3 Global IVR Software Market Size by Application (2017-2022)

#### 12 IVR SOFTWARE MARKET DYNAMICS

- 12.1 IVR Software Market Opportunities
- 12.2 IVR Software Challenge and Risk
  - 12.2.1 Competition from Opponents
  - 12.2.2 Downside Risks of Economy
- 12.3 IVR Software Market Constraints and Threat
  - 12.3.1 Threat from Substitute
  - 12.3.2 Government Policy
  - 12.3.3 Technology Risks
- 12.4 IVR Software 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 IVR Software Product Scope

Figure Global IVR Software Market Size (Million USD) (2012-2017)

Table Global IVR Software Market Size (Million USD) and Growth Rate by Regions (2012-2017)

Figure Global IVR Software Market Share by Regions in 2016

Figure United States IVR Software Market Size (Million USD) and Growth Rate by Regions (2012-2017)

Figure EU IVR Software Market Size (Million USD) and Growth Rate by Regions (2012-2017)

Figure Japan IVR Software Market Size (Million USD) and Growth Rate by Regions (2012-2017)

Figure China IVR Software Market Size (Million USD) and Growth Rate by Regions (2012-2017)

Figure India IVR Software Market Size (Million USD) and Growth Rate by Regions (2012-2017)

Figure Southeast Asia IVR Software Market Size (Million USD) and Growth Rate by Regions (2012-2017)

Figure Global IVR Software Market Share by Type in 2016

Figure Bank and Stock Account Balances and Transfers Market Size (Million USD) and Growth Rate (2012-2017)

Figure Surveys and Polls Market Size (Million USD) and Growth Rate (2012-2017)

Figure Office Call Routing Market Size (Million USD) and Growth Rate (2012-2017)

Figure Call Center Forwarding Market Size (Million USD) and Growth Rate (2012-2017)

Figure Simple Order Entry Transactions Market Size (Million USD) and Growth Rate (2012-2017)

Figure Global IVR Software Market Share by Application in 2016

Table Key Downstream Customer in Banking Institutions

Figure IVR Software Market Size (Million USD) and Growth Rate in Banking Institutions (2012-2017)

Table Key Downstream Customer in Medical Institutions

Figure IVR Software Market Size (Million USD) and Growth Rate in Medical Institutions (2012-2017)

Table Key Downstream Customer in Surveying Institutions

Figure IVR Software Market Size (Million USD) and Growth Rate in Surveying Institutions (2012-2017)



Table Key Downstream Customer in Other

Figure IVR Software Market Size (Million USD) and Growth Rate in Other (2012-2017)

Table IVR Software Market Size (Million USD) by Players (2016 and 2017)

Figure IVR Software Market Size Share by Players in 2016

Figure IVR Software Market Size Share by Players in 2017

Table Talkdesk Basic Information List

Table IVR Software Business Revenue (Million USD) of Talkdesk (2012-2017)

Figure Talkdesk IVR Software Business Revenue Market Share in 2016

Table Five9 Basic Information List

Table IVR Software Business Revenue (Million USD) of Five9 (2012-2017)

Figure Five9 IVR Software Business Revenue Market Share in 2016

Table Plum Basic Information List

Table IVR Software Business Revenue (Million USD) of Plum (2012-2017)

Figure Plum IVR Software Business Revenue Market Share in 2016

Table Voxco IVR Basic Information List

Table IVR Software Business Revenue (Million USD) of Voxco IVR (2012-2017)

Figure Voxco IVR IVR Software Business Revenue Market Share in 2016

Table VoiceGuide IVR Basic Information List

Table IVR Software Business Revenue (Million USD) of VoiceGuide IVR (2012-2017)

Figure VoiceGuide IVR IVR Software Business Revenue Market Share in 2016

Table Kixie PowerCall Basic Information List

Table IVR Software Business Revenue (Million USD) of Kixie PowerCall (2012-2017)

Figure Kixie PowerCall IVR Software Business Revenue Market Share in 2016

Table Convoso Basic Information List

Table IVR Software Business Revenue (Million USD) of Convoso (2012-2017)

Figure Convoso IVR Software Business Revenue Market Share in 2016

Table FluentStream Basic Information List

Table IVR Software Business Revenue (Million USD) of FluentStream (2012-2017)

Figure FluentStream IVR Software Business Revenue Market Share in 2016

Table Genesys Basic Information List

Table IVR Software Business Revenue (Million USD) of Genesys (2012-2017)

Figure Genesys IVR Software Business Revenue Market Share in 2016

Table NCH Basic Information List

Table IVR Software Business Revenue (Million USD) of NCH (2012-2017)

Figure NCH IVR Software Business Revenue Market Share in 2016

Table Coxco Basic Information List

Table IVR Software Business Revenue (Million USD) of Coxco (2012-2017)

Figure Coxco IVR Software Business Revenue Market Share in 2016

Table inContact Basic Information List



Table IVR Software Business Revenue (Million USD) of inContact (2012-2017)

Figure inContact IVR Software Business Revenue Market Share in 2016

Table Voicent Communications Basic Information List

Table IVR Software Business Revenue (Million USD) of Voicent Communications (2012-2017)

Figure Voicent Communications IVR Software Business Revenue Market Share in 2016 Table CloudCall Basic Information List

Table IVR Software Business Revenue (Million USD) of CloudCall (2012-2017)

Figure CloudCall IVR Software Business Revenue Market Share in 2016

Table DialogTech Basic Information List

Table IVR Software Business Revenue (Million USD) of DialogTech (2012-2017)

Figure DialogTech IVR Software Business Revenue Market Share in 2016

Table SmartAction Basic Information List

Table IVR Software Business Revenue (Million USD) of SmartAction (2012-2017)

Figure SmartAction IVR Software Business Revenue Market Share in 2016

Table Occam Networks Basic Information List

Table IVR Software Business Revenue (Million USD) of Occam Networks (2012-2017)

Figure Occam Networks IVR Software Business Revenue Market Share in 2016

Table AVOXI Basic Information List

Table IVR Software Business Revenue (Million USD) of AVOXI (2012-2017)

Figure AVOXI IVR Software Business Revenue Market Share in 2016

Table IQServices.com Basic Information List

Table IVR Software Business Revenue (Million USD) of IQServices.com (2012-2017)

Figure IQServices.com IVR Software Business Revenue Market Share in 2016

Table C-ZENTRIX Basic Information List

Table IVR Software Business Revenue (Million USD) of C-ZENTRIX (2012-2017)

Figure C-ZENTRIX IVR Software Business Revenue Market Share in 2016

Table CallFire Basic Information List

Table IVR Software Business Revenue (Million USD) of CallFire (2012-2017)

Figure CallFire IVR Software Business Revenue Market Share in 2016

Table Noble Systems Basic Information List

Table IVR Software Business Revenue (Million USD) of Noble Systems (2012-2017)

Figure Noble Systems IVR Software Business Revenue Market Share in 2016

Table Global IVR Software Market Size (Million USD) by Type (2012-2017)

Figure Global IVR Software Market Size Share by Type in 2012

Figure Global IVR Software Market Size Share by Type in 2013

Figure Global IVR Software Market Size Share by Type in 2014

Figure Global IVR Software Market Size Share by Type in 2015

Figure Global IVR Software Market Size Share by Type in 2016



Figure Global IVR Software Market Size Share by Type in 2017

Table Global IVR Software Market Size (Million USD) by Application (2012-2017)

Figure Global IVR Software Market Size (Million USD) by Application in 2012

Figure Global IVR Software Market Size (Million USD) by Application in 2013

Figure Global IVR Software Market Size (Million USD) by Application in 2014

Figure Global IVR Software Market Size (Million USD) by Application in 2015

Figure Global IVR Software Market Size (Million USD) by Application in 2016

Figure Global IVR Software Market Size (Million USD) by Application in 2017

Table Top Consumer/End Users of IVR Software

Figure United States IVR Software Market Size (Million USD) and Growth Rate by Regions (2012-2017)

Table United States IVR Software Market Size (Million USD) by Players (2012-2017)

Figure United States IVR Software Market Size Share by Players in 2016

Figure United States IVR Software Market Size Share by Players in 2017

Figure EU IVR Software Market Size (Million USD) and Growth Rate by Regions (2012-2017)

Table EU IVR Software Market Size (Million USD) by Players (2012-2017)

Figure EU IVR Software Market Size Share by Players in 2016

Figure EU IVR Software Market Size Share by Players in 2017

Figure Japan IVR Software Market Size (Million USD) and Growth Rate by Regions (2012-2017)

Table Japan IVR Software Market Size (Million USD) by Players (2012-2017)

Figure Japan IVR Software Market Size Share by Players in 2016

Figure Japan IVR Software Market Size Share by Players in 2017

Figure China IVR Software Market Size (Million USD) and Growth Rate by Regions (2012-2017)

Table China IVR Software Market Size (Million USD) by Players (2012-2017)

Figure China IVR Software Market Size Share by Players in 2016

Figure China IVR Software Market Size Share by Players in 2017

Figure India IVR Software Market Size (Million USD) and Growth Rate by Regions (2012-2017)

Table India IVR Software Market Size (Million USD) by Players (2012-2017)

Figure India IVR Software Market Size Share by Players in 2016

Figure India IVR Software Market Size Share by Players in 2017

Figure Southeast Asia IVR Software Market Size (Million USD) and Growth Rate by Regions (2012-2017)

Table Southeast Asia IVR Software Market Size (Million USD) by Players (2012-2017)

Figure Southeast Asia IVR Software Market Size Share by Players in 2016

Figure Southeast Asia IVR Software Market Size Share by Players in 2017



Figure Global IVR Software Market Size (Million USD) by Regions (2017-2022) Table Global IVR Software Market Size (Million USD) by Regions (2017-2022) Figure Global IVR Software Market Size Share by Regions in 2017 Figure Global IVR Software Market Size Share by Regions in 2022 Figure United States IVR Software Revenue (Million USD) and Growth Rate (2017-2022)

Figure EU IVR Software Revenue (Million USD) and Growth Rate (2017-2022) Figure Japan IVR Software Revenue (Million USD) and Growth Rate (2017-2022) Figure China IVR Software Revenue (Million USD) and Growth Rate (2017-2022) Figure India IVR Software Revenue (Million USD) and Growth Rate (2017-2022) Figure Southeast Asia IVR Software Revenue (Million USD) and Growth Rate (2017-2022)

Table Global IVR Software Market Size (Million USD) by Type (2017-2022)
Figure Global IVR Software Market Size Share by Type in 2017
Figure Global IVR Software Market Size Share by Type in 2022
Table Global IVR Software Market Size (Million USD) by Application (2017-2022)
Figure Global IVR Software Market Size (Million USD) by Application in 2017
Figure Global IVR Software Market Size (Million USD) by Application in 2022



#### I would like to order

Product name: Global IVR Software Market Size, Status and Forecast 2022

Product link: https://marketpublishers.com/r/G66F691B0ECWEN.html

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:

info@marketpublishers.com

# **Payment**

To pay by Credit Card (Visa, MasterCard, American Express, PayPal), please, click button on product page <a href="https://marketpublishers.com/r/G66F691B0ECWEN.html">https://marketpublishers.com/r/G66F691B0ECWEN.html</a>

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 <a href="https://marketpublishers.com/docs/terms.html">https://marketpublishers.com/docs/terms.html</a>

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