

Global Outsourced Customer Care Services Market Size, Status and Forecast 2022

<https://marketpublishers.com/r/GFBA162B9B6EN.html>

Date: August 2017

Pages: 104

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

ID: GFBA162B9B6EN

Abstracts

This report studies the global Outsourced Customer Care Services market, analyzes and researches the Outsourced Customer Care Services 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

Sykes Enterprises

Synnex Corporation

TeleTech Holdings Inc.

Teleperformance

Transcom Worldwide

West Corporation

Infosys

SPi Global

StarTek Inc.

Expert Global Solutions

Accenture

Amdocs

Aegis

Alorica

Sitel Worldwide Corporation

Convergys Corporation

Market segment by Regions/Countries, this report covers

United States

EU

Japan

China

India

Southeast Asia

Market segment by Type, Outsourced Customer Care Services can be split into

CRM Technology Hosting

Fulfillment/Logistics

Customer Interaction

Market segment by Application, Outsourced Customer Care Services can be split into

Pharma & Healthcare

Food & Beverages

Chemical & Material

Construction

Logistics

Other

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

Contents

Global Outsourced Customer Care Services Market Size, Status and Forecast 2022

1 INDUSTRY OVERVIEW OF OUTSOURCED CUSTOMER CARE SERVICES

1.1 Outsourced Customer Care Services Market Overview

- 1.1.1 Outsourced Customer Care Services Product Scope
- 1.1.2 Market Status and Outlook

1.2 Global Outsourced Customer Care Services 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 Outsourced Customer Care Services Market by Type

- 1.3.1 CRM Technology Hosting
- 1.3.2 Fulfillment/Logistics
- 1.3.3 Customer Interaction

1.4 Outsourced Customer Care Services Market by End Users/Application

- 1.4.1 Pharma & Healthcare
- 1.4.2 Food & Beverages
- 1.4.3 Chemical & Material
- 1.4.4 Construction
- 1.4.5 Logistics
- 1.4.6 Other

2 GLOBAL OUTSOURCED CUSTOMER CARE SERVICES COMPETITION ANALYSIS BY PLAYERS

2.1 Outsourced Customer Care Services 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 Sykes Enterprises

3.1.1 Company Profile

3.1.2 Main Business/Business Overview

3.1.3 Products, Services and Solutions

3.1.4 Outsourced Customer Care Services Revenue (Value) (2012-2017)

3.1.5 Recent Developments

3.2 Synnex Corporation

3.2.1 Company Profile

3.2.2 Main Business/Business Overview

3.2.3 Products, Services and Solutions

3.2.4 Outsourced Customer Care Services Revenue (Value) (2012-2017)

3.2.5 Recent Developments

3.3 TeleTech Holdings Inc.

3.3.1 Company Profile

3.3.2 Main Business/Business Overview

3.3.3 Products, Services and Solutions

3.3.4 Outsourced Customer Care Services Revenue (Value) (2012-2017)

3.3.5 Recent Developments

3.4 Teleperformance

3.4.1 Company Profile

3.4.2 Main Business/Business Overview

3.4.3 Products, Services and Solutions

3.4.4 Outsourced Customer Care Services Revenue (Value) (2012-2017)

3.4.5 Recent Developments

3.5 Transcom Worldwide

3.5.1 Company Profile

3.5.2 Main Business/Business Overview

3.5.3 Products, Services and Solutions

3.5.4 Outsourced Customer Care Services Revenue (Value) (2012-2017)

3.5.5 Recent Developments

3.6 West Corporation

3.6.1 Company Profile

3.6.2 Main Business/Business Overview

3.6.3 Products, Services and Solutions

3.6.4 Outsourced Customer Care Services Revenue (Value) (2012-2017)

3.6.5 Recent Developments

3.7 Infosys

- 3.7.1 Company Profile
- 3.7.2 Main Business/Business Overview
- 3.7.3 Products, Services and Solutions
- 3.7.4 Outsourced Customer Care Services Revenue (Value) (2012-2017)
- 3.7.5 Recent Developments
- 3.8 SPi Global
 - 3.8.1 Company Profile
 - 3.8.2 Main Business/Business Overview
 - 3.8.3 Products, Services and Solutions
 - 3.8.4 Outsourced Customer Care Services Revenue (Value) (2012-2017)
 - 3.8.5 Recent Developments
- 3.9 StarTek Inc.
 - 3.9.1 Company Profile
 - 3.9.2 Main Business/Business Overview
 - 3.9.3 Products, Services and Solutions
 - 3.9.4 Outsourced Customer Care Services Revenue (Value) (2012-2017)
 - 3.9.5 Recent Developments
- 3.10 Expert Global Solutions
 - 3.10.1 Company Profile
 - 3.10.2 Main Business/Business Overview
 - 3.10.3 Products, Services and Solutions
 - 3.10.4 Outsourced Customer Care Services Revenue (Value) (2012-2017)
 - 3.10.5 Recent Developments
- 3.11 Accenture
- 3.12 Amdocs
- 3.13 Aegis
- 3.14 Alorica
- 3.15 Sitel Worldwide Corporation
- 3.16 Convergys Corporation

4 GLOBAL OUTSOURCED CUSTOMER CARE SERVICES MARKET SIZE BY TYPE AND APPLICATION (2012-2017)

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

5 UNITED STATES OUTSOURCED CUSTOMER CARE SERVICES DEVELOPMENT

STATUS AND OUTLOOK

5.1 United States Outsourced Customer Care Services Market Size (2012-2017)

5.2 United States Outsourced Customer Care Services Market Size and Market Share by Players (2016 and 2017)

6 EU OUTSOURCED CUSTOMER CARE SERVICES DEVELOPMENT STATUS AND OUTLOOK

6.1 EU Outsourced Customer Care Services Market Size (2012-2017)

6.2 EU Outsourced Customer Care Services Market Size and Market Share by Players (2016 and 2017)

7 JAPAN OUTSOURCED CUSTOMER CARE SERVICES DEVELOPMENT STATUS AND OUTLOOK

7.1 Japan Outsourced Customer Care Services Market Size (2012-2017)

7.2 Japan Outsourced Customer Care Services Market Size and Market Share by Players (2016 and 2017)

8 CHINA OUTSOURCED CUSTOMER CARE SERVICES DEVELOPMENT STATUS AND OUTLOOK

8.1 China Outsourced Customer Care Services Market Size (2012-2017)

8.2 China Outsourced Customer Care Services Market Size and Market Share by Players (2016 and 2017)

9 INDIA OUTSOURCED CUSTOMER CARE SERVICES DEVELOPMENT STATUS AND OUTLOOK

9.1 India Outsourced Customer Care Services Market Size (2012-2017)

9.2 India Outsourced Customer Care Services Market Size and Market Share by Players (2016 and 2017)

10 SOUTHEAST ASIA OUTSOURCED CUSTOMER CARE SERVICES DEVELOPMENT STATUS AND OUTLOOK

10.1 Southeast Asia Outsourced Customer Care Services Market Size (2012-2017)

10.2 Southeast Asia Outsourced Customer Care Services Market Size and Market

Share by Players (2016 and 2017)

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

11.1 Global Outsourced Customer Care Services Market Size (Value) by Regions (2017-2022)

11.1.1 United States Outsourced Customer Care Services Revenue and Growth Rate (2017-2022)

11.1.2 EU Outsourced Customer Care Services Revenue and Growth Rate (2017-2022)

11.1.3 Japan Outsourced Customer Care Services Revenue and Growth Rate (2017-2022)

11.1.4 China Outsourced Customer Care Services Revenue and Growth Rate (2017-2022)

11.1.5 India Outsourced Customer Care Services Revenue and Growth Rate (2017-2022)

11.1.6 Southeast Asia Outsourced Customer Care Services Revenue and Growth Rate (2017-2022)

11.2 Global Outsourced Customer Care Services Market Size (Value) by Type (2017-2022)

11.3 Global Outsourced Customer Care Services Market Size by Application (2017-2022)

12 OUTSOURCED CUSTOMER CARE SERVICES MARKET DYNAMICS

12.1 Outsourced Customer Care Services Market Opportunities

12.2 Outsourced Customer Care Services Challenge and Risk

12.2.1 Competition from Opponents

12.2.2 Downside Risks of Economy

12.3 Outsourced Customer Care Services Market Constraints and Threat

12.3.1 Threat from Substitute

12.3.2 Government Policy

12.3.3 Technology Risks

12.4 Outsourced Customer Care Services 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 Outsourced Customer Care Services Product Scope

Figure Global Outsourced Customer Care Services Market Size (Million USD)
(2012-2017)

Table Global Outsourced Customer Care Services Market Size (Million USD) and
Growth Rate by Regions (2012-2017)

Figure Global Outsourced Customer Care Services Market Share by Regions in 2016

Figure United States Outsourced Customer Care Services Market Size (Million USD)
and Growth Rate by Regions (2012-2017)

Figure EU Outsourced Customer Care Services Market Size (Million USD) and Growth
Rate by Regions (2012-2017)

Figure Japan Outsourced Customer Care Services Market Size (Million USD) and
Growth Rate by Regions (2012-2017)

Figure China Outsourced Customer Care Services Market Size (Million USD) and
Growth Rate by Regions (2012-2017)

Figure India Outsourced Customer Care Services Market Size (Million USD) and
Growth Rate by Regions (2012-2017)

Figure Southeast Asia Outsourced Customer Care Services Market Size (Million USD)
and Growth Rate by Regions (2012-2017)

Figure Global Outsourced Customer Care Services Market Share by Type in 2016

Figure CRM Technology Hosting Market Size (Million USD) and Growth Rate
(2012-2017)

Figure Fulfillment/Logistics Market Size (Million USD) and Growth Rate (2012-2017)

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

Figure Global Outsourced Customer Care Services Market Share by Application in 2016

Table Key Downstream Customer in Pharma & Healthcare

Figure Outsourced Customer Care Services Market Size (Million USD) and Growth
Rate in Pharma & Healthcare (2012-2017)

Table Key Downstream Customer in Food & Beverages

Figure Outsourced Customer Care Services Market Size (Million USD) and Growth
Rate in Food & Beverages (2012-2017)

Table Key Downstream Customer in Chemical & Material

Figure Outsourced Customer Care Services Market Size (Million USD) and Growth
Rate in Chemical & Material (2012-2017)

Table Key Downstream Customer in Construction

Figure Outsourced Customer Care Services Market Size (Million USD) and Growth

Rate in Construction (2012-2017)

Table Key Downstream Customer in Logistics

Figure Outsourced Customer Care Services Market Size (Million USD) and Growth Rate in Logistics (2012-2017)

Table Key Downstream Customer in Other

Figure Outsourced Customer Care Services Market Size (Million USD) and Growth Rate in Other (2012-2017)

Table Outsourced Customer Care Services Market Size (Million USD) by Players (2016 and 2017)

Figure Outsourced Customer Care Services Market Size Share by Players in 2016

Figure Outsourced Customer Care Services Market Size Share by Players in 2017

Table Sykes Enterprises Basic Information List

Table Outsourced Customer Care Services Business Revenue (Million USD) of Sykes Enterprises (2012-2017)

Figure Sykes Enterprises Outsourced Customer Care Services Business Revenue Market Share in 2016

Table Synnex Corporation Basic Information List

Table Outsourced Customer Care Services Business Revenue (Million USD) of Synnex Corporation (2012-2017)

Figure Synnex Corporation Outsourced Customer Care Services Business Revenue Market Share in 2016

Table TeleTech Holdings Inc. Basic Information List

Table Outsourced Customer Care Services Business Revenue (Million USD) of TeleTech Holdings Inc. (2012-2017)

Figure TeleTech Holdings Inc. Outsourced Customer Care Services Business Revenue Market Share in 2016

Table Teleperformance Basic Information List

Table Outsourced Customer Care Services Business Revenue (Million USD) of Teleperformance (2012-2017)

Figure Teleperformance Outsourced Customer Care Services Business Revenue Market Share in 2016

Table Transcom Worldwide Basic Information List

Table Outsourced Customer Care Services Business Revenue (Million USD) of Transcom Worldwide (2012-2017)

Figure Transcom Worldwide Outsourced Customer Care Services Business Revenue Market Share in 2016

Table West Corporation Basic Information List

Table Outsourced Customer Care Services Business Revenue (Million USD) of West Corporation (2012-2017)

Figure West Corporation Outsourced Customer Care Services Business Revenue Market Share in 2016

Table Infosys Basic Information List

Table Outsourced Customer Care Services Business Revenue (Million USD) of Infosys (2012-2017)

Figure Infosys Outsourced Customer Care Services Business Revenue Market Share in 2016

Table SPi Global Basic Information List

Table Outsourced Customer Care Services Business Revenue (Million USD) of SPi Global (2012-2017)

Figure SPi Global Outsourced Customer Care Services Business Revenue Market Share in 2016

Table StarTek Inc. Basic Information List

Table Outsourced Customer Care Services Business Revenue (Million USD) of StarTek Inc. (2012-2017)

Figure StarTek Inc. Outsourced Customer Care Services Business Revenue Market Share in 2016

Table Expert Global Solutions Basic Information List

Table Outsourced Customer Care Services Business Revenue (Million USD) of Expert Global Solutions (2012-2017)

Figure Expert Global Solutions Outsourced Customer Care Services Business Revenue Market Share in 2016

Table Accenture Basic Information List

Table Outsourced Customer Care Services Business Revenue (Million USD) of Accenture (2012-2017)

Figure Accenture Outsourced Customer Care Services Business Revenue Market Share in 2016

Table Amdocs Basic Information List

Table Outsourced Customer Care Services Business Revenue (Million USD) of Amdocs (2012-2017)

Figure Amdocs Outsourced Customer Care Services Business Revenue Market Share in 2016

Table Aegis Basic Information List

Table Outsourced Customer Care Services Business Revenue (Million USD) of Aegis (2012-2017)

Figure Aegis Outsourced Customer Care Services Business Revenue Market Share in 2016

Table Alorica Basic Information List

Table Outsourced Customer Care Services Business Revenue (Million USD) of Alorica

(2012-2017)

Figure Alorica Outsourced Customer Care Services Business Revenue Market Share in 2016

Table Sitel Worldwide Corporation Basic Information List

Table Outsourced Customer Care Services Business Revenue (Million USD) of Sitel Worldwide Corporation (2012-2017)

Figure Sitel Worldwide Corporation Outsourced Customer Care Services Business Revenue Market Share in 2016

Table Convergys Corporation Basic Information List

Table Outsourced Customer Care Services Business Revenue (Million USD) of Convergys Corporation (2012-2017)

Figure Convergys Corporation Outsourced Customer Care Services Business Revenue Market Share in 2016

Table Global Outsourced Customer Care Services Market Size (Million USD) by Type (2012-2017)

Figure Global Outsourced Customer Care Services Market Size Share by Type in 2012

Figure Global Outsourced Customer Care Services Market Size Share by Type in 2013

Figure Global Outsourced Customer Care Services Market Size Share by Type in 2014

Figure Global Outsourced Customer Care Services Market Size Share by Type in 2015

Figure Global Outsourced Customer Care Services Market Size Share by Type in 2016

Figure Global Outsourced Customer Care Services Market Size Share by Type in 2017

Table Global Outsourced Customer Care Services Market Size (Million USD) by Application (2012-2017)

Figure Global Outsourced Customer Care Services Market Size (Million USD) by Application in 2012

Figure Global Outsourced Customer Care Services Market Size (Million USD) by Application in 2013

Figure Global Outsourced Customer Care Services Market Size (Million USD) by Application in 2014

Figure Global Outsourced Customer Care Services Market Size (Million USD) by Application in 2015

Figure Global Outsourced Customer Care Services Market Size (Million USD) by Application in 2016

Figure Global Outsourced Customer Care Services Market Size (Million USD) by Application in 2017

Table Top Consumer/End Users of Outsourced Customer Care Services

Figure United States Outsourced Customer Care Services Market Size (Million USD) and Growth Rate by Regions (2012-2017)

Table United States Outsourced Customer Care Services Market Size (Million USD) by

Players (2012-2017)

Figure United States Outsourced Customer Care Services Market Size Share by Players in 2016

Figure United States Outsourced Customer Care Services Market Size Share by Players in 2017

Figure EU Outsourced Customer Care Services Market Size (Million USD) and Growth Rate by Regions (2012-2017)

Table EU Outsourced Customer Care Services Market Size (Million USD) by Players (2012-2017)

Figure EU Outsourced Customer Care Services Market Size Share by Players in 2016

Figure EU Outsourced Customer Care Services Market Size Share by Players in 2017

Figure Japan Outsourced Customer Care Services Market Size (Million USD) and Growth Rate by Regions (2012-2017)

Table Japan Outsourced Customer Care Services Market Size (Million USD) by Players (2012-2017)

Figure Japan Outsourced Customer Care Services Market Size Share by Players in 2016

Figure Japan Outsourced Customer Care Services Market Size Share by Players in 2017

Figure China Outsourced Customer Care Services Market Size (Million USD) and Growth Rate by Regions (2012-2017)

Table China Outsourced Customer Care Services Market Size (Million USD) by Players (2012-2017)

Figure China Outsourced Customer Care Services Market Size Share by Players in 2016

Figure China Outsourced Customer Care Services Market Size Share by Players in 2017

Figure India Outsourced Customer Care Services Market Size (Million USD) and Growth Rate by Regions (2012-2017)

Table India Outsourced Customer Care Services Market Size (Million USD) by Players (2012-2017)

Figure India Outsourced Customer Care Services Market Size Share by Players in 2016

Figure India Outsourced Customer Care Services Market Size Share by Players in 2017

Figure Southeast Asia Outsourced Customer Care Services Market Size (Million USD) and Growth Rate by Regions (2012-2017)

Table Southeast Asia Outsourced Customer Care Services Market Size (Million USD) by Players (2012-2017)

Figure Southeast Asia Outsourced Customer Care Services Market Size Share by Players in 2016

Figure Southeast Asia Outsourced Customer Care Services Market Size Share by Players in 2017

Figure Global Outsourced Customer Care Services Market Size (Million USD) by Regions (2017-2022)

Table Global Outsourced Customer Care Services Market Size (Million USD) by Regions (2017-2022)

Figure Global Outsourced Customer Care Services Market Size Share by Regions in 2017

Figure Global Outsourced Customer Care Services Market Size Share by Regions in 2022

Figure United States Outsourced Customer Care Services Revenue (Million USD) and Growth Rate (2017-2022)

Figure EU Outsourced Customer Care Services Revenue (Million USD) and Growth Rate (2017-2022)

Figure Japan Outsourced Customer Care Services Revenue (Million USD) and Growth Rate (2017-2022)

Figure China Outsourced Customer Care Services Revenue (Million USD) and Growth Rate (2017-2022)

Figure India Outsourced Customer Care Services Revenue (Million USD) and Growth Rate (2017-2022)

Figure Southeast Asia Outsourced Customer Care Services Revenue (Million USD) and Growth Rate (2017-2022)

Table Global Outsourced Customer Care Services Market Size (Million USD) by Type (2017-2022)

Figure Global Outsourced Customer Care Services Market Size Share by Type in 2017

Figure Global Outsourced Customer Care Services Market Size Share by Type in 2022

Table Global Outsourced Customer Care Services Market Size (Million USD) by Application (2017-2022)

Figure Global Outsourced Customer Care Services Market Size (Million USD) by Application in 2017

Figure Global Outsourced Customer Care Services Market Size (Million USD) by Application in 2022

I would like to order

Product name: Global Outsourced Customer Care Services Market Size, Status and Forecast 2022

Product link: <https://marketpublishers.com/r/GFBA162B9B6EN.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 <https://marketpublishers.com/r/GFBA162B9B6EN.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