

Global Workforce Management Software Market Size, Status and Forecast 2025

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Abstracts

This report studies the global Workforce Management Software market size, industry status and forecast, competition landscape and growth opportunity. This research report categorizes the global Workforce Management Software market by companies, region, type and end-use industry.

Workforce Management Software is a system intended to maximize the use of agent labor by projecting incoming call volumes and scheduling staff to meet needs exactly, by time of the day, day of the week, week of the month, etc. WFM systems use historical calling records, which are collected from the automatic call distribution system, to project future calling patterns and volumes for specified time frames. The core functions of WFM software include labor planning, time and attendance management, payroll management, tasking and staffing, and performance reporting.

It helps managers accurately and easily forecast staffing requirements across all customer-facing inbound, outbound, blended and back office resources. It also allows agents to manage their scheduling with tools for needs such as schedule trades and sequential shift bids.

The global market of Workforce Management Software industry are growing steady, giant manufactures mainly distribute in America and Europe. America has a long history and unshakable status in this industry, like Kronos and Infor, both have perfect products. As to Kronos, the orkforce Management Software has become a global leader. In Germany, it is ATOSS that leads the technology development.

The Workforce Management Software industry concentration is high; there are a few major manufacturers accounting for the majority share of the Workforce Management Software industry, such as Kronos, Infor, Verint and NICE Systems.

Moreover, the sudden growth in mobile devices and applications has also contributed to the growth of workforce management. Mobile workforce is leveraging the benefits of

mobile apps, which are easily accessible anytime and anywhere; therefore, the demand for mobile workforce management is very high and is expected to surpass the demand for web-based WFM in the years to come.

This industry is affected by the economy and policy, so it's important to put an eye to economic indexes and leaders' prefer. With the global economic recovery, more and more people pay attention to rising IT spending, especially in underdevelopment regions that have a large population and fast economic growth, the need of Workforce Management Software will increase.

In 2017, the global Workforce Management Software market size was 2080 million US\$ and it is expected to reach 3820 million US\$ by the end of 2025, with a CAGR of 7.9% during 2018-2025.

This report focuses on the global top players, covered

Kronos

Infor

Verint

NICE Systems

Aspect

Workforce Software

Clicksoftware

Calabrio

ATOSS

Genesys

Monet Software

InVision AG

Teleopti

Market segment by Regions/Countries, this report covers

United States

Europe

China

Japan

Southeast Asia

India

Market segment by Type, the product can be split into

On-premises

SaaS Cloud-Based

Market segment by Application, split into

5000 Employees

The study objectives of this report are:

To study and forecast the market size of Workforce Management Software in global market.

To analyze the global key players, SWOT analysis, value and global market share for top players.

To define, describe and forecast the market by type, end use and region.

To analyze and compare the market status and forecast between China and major regions, namely, United States, Europe, China, Japan, Southeast Asia, India and Rest of World.

To analyze the global key regions market potential and advantage, opportunity and challenge, restraints and risks.

To identify significant trends and factors driving or inhibiting the market growth.

To analyze the opportunities in the market for stakeholders by identifying the high growth segments.

To strategically analyze each submarket with respect to individual growth trend and their contribution to the market

To analyze competitive developments such as expansions, agreements, new product launches, and acquisitions in the market

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

In this study, the years considered to estimate the market size of Workforce Management Software are as follows:

History Year: 2013-2017

Base Year: 2017

Estimated Year: 2018

Forecast Year 2018 to 2025

For the data information by region, company, type and application, 2017 is considered as the base year. Whenever data information was unavailable for the base year, the prior year has been considered.

Key Stakeholders

Workforce Management Software Manufacturers

Workforce Management Software Distributors/Traders/Wholesalers

Workforce Management Software Subcomponent Manufacturers

Industry Association

Downstream Vendors

Available Customizations

With the given market data, QYResearch offers customizations according to the company's specific needs. The following customization options are available for the report:

Regional and country-level analysis of the Workforce Management Software market, by end-use.

Detailed analysis and profiles of additional market players.

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