

Global Workforce Management Software Market Size, Status and Forecast 2020-2026

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Abstracts

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 Workforce 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.

Since the COVID-19 virus outbreak in December 2019, the disease has spread to almost 100 countries around the globe with the World Health Organization declaring it a public health emergency. The global impacts of the coronavirus disease 2019 (COVID-19) are already starting to be felt, and will significantly affect the Workforce Management Software market in 2020.

COVID-19 can affect the global economy in three main ways: by directly affecting production and demand, by creating supply chain and market disruption, and by its financial impact on firms and financial markets.

The outbreak of COVID-19 has brought effects on many aspects, like flight cancellations; travel bans and quarantines; restaurants closed; all indoor events restricted; over forty countries state of emergency declared; massive slowing of the supply chain; stock market volatility; falling business confidence, growing panic among the population, and uncertainty about future.

This report also analyses the impact of Coronavirus COVID-19 on the Workforce Management Software industry.

Based on our recent survey, we have several different scenarios about the Workforce Management Software YoY growth rate for 2020. The probable scenario is expected to grow by a xx% in 2020 and the revenue will be xx in 2020 from US\$ 2437.5 million in 2019. The market size of Workforce Management Software will reach xx in 2026, with a CAGR of xx% from 2020 to 2026.

With industry-standard accuracy in analysis and high data integrity, the report makes a brilliant attempt to unveil key opportunities available in the global Workforce Management Software market to help players in achieving a strong market position. Buyers of the report can access verified and reliable market forecasts, including those for the overall size of the global Workforce Management Software market in terms of revenue.

Players, stakeholders, and other participants in the global Workforce Management Software market will be able to gain the upper hand as they use the report as a powerful resource. For this version of the report, the segmental analysis focuses on revenue and forecast by each application segment in terms of revenue and forecast by each type segment in terms of revenue for the period 2015-2026.

Regional and Country-level Analysis

The report offers an exhaustive geographical analysis of the global Workforce Management Software market, covering important regions, viz, North America, Europe,

China, Japan, Southeast Asia, India and Central & South America. It also covers key countries (regions), viz, U.S., Canada, Germany, France, U.K., Italy, Russia, China, Japan, South Korea, India, Australia, Taiwan, Indonesia, Thailand, Malaysia, Philippines, Vietnam, Mexico, Brazil, Turkey, Saudi Arabia, UAE, etc.

The report includes country-wise and region-wise market size for the period 2015-2026. It also includes market size and forecast by each application segment in terms of revenue for the period 2015-2026.

Competition Analysis

In the competitive analysis section of the report, leading as well as prominent players of the global Workforce Management Software market are broadly studied on the basis of key factors. The report offers comprehensive analysis and accurate statistics on revenue by the player for the period 2015-2020. It also offers detailed analysis supported by reliable statistics on price and revenue (global level) by player for the period 2015-2020.

On the whole, the report proves to be an effective tool that players can use to gain a competitive edge over their competitors and ensure lasting success in the global Workforce Management Software market. All of the findings, data, and information provided in the report are validated and revalidated with the help of trustworthy sources. The analysts who have authored the report took a unique and industry-best research and analysis approach for an in-depth study of the global Workforce Management Software market.

The following players are covered in this report:

Kronos

Infor

Verint

NICE Systems

Aspect

Workforce Software

Clicksoftware

Calabrio

ATOSS

Genesys

Monet Software

InVision AG

Teleopti

Workforce Management Software Breakdown Data by Type

On-premises

SaaS Cloud-Based

Workforce Management Software Breakdown Data by Application

\$\$\$100 Employees

100-499 Employees

500-999 Employees

1,000-4,999 Employees

\$\$\$\$5000 Employees

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