

United States Cloud-Based Contact Center Market Report 2016

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Abstracts

Notes:

Sales, means the sales volume of Cloud-Based Contact Center

Revenue, means the sales value of Cloud-Based Contact Center

This report studies sales (consumption) of Cloud-Based Contact Center in United States market, focuses on the top players, with sales, price, revenue and market share for each player, covering

8x8, Inc.

Five9, Inc.

Cisco Systems, Inc.

Genesys Telecommunications Laboratories, Inc.

Oracle Corporation

Nice-Systems Ltd.

Newvoicemedia

3CLogic

Connect First, Inc.

Aspect Software Parent Inc.

Split by product types, with sales, revenue, price, market share and growth rate of each type, can be divided into

Professional Services

Managed Services

Type III

Split by applications, this report focuses on sales, market share and growth rate of Cloud-Based Contact Center in each application, can be divided into

Call Routing And Queuing

Data Integration And Recording

Chat Quality And Monitoring

Real-Time Decision Making

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