

Contact Center Application Market in Asia Pacific 2021

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Abstracts

A study by StrategyHelix indicates that the contact center application market in Asia Pacific is expected to increase by US\$ 287 million from 2021 to 2027, garnering a CAGR of 5.1% during the forecast period.

The report provides up-to-date market size data for period 2017-2020 and forecast to 2027 covering key market aspects like sales value for contact center application. The Asia Pacific contact center application market is segmented on the basis of application, end user, and country. Based on application, the contact center application market in Asia Pacific is categorized into contact center analytics systems, Inbound Contact Routing Systems, interactive voice response systems, outbound dialer systems, quality monitoring systems, workforce management systems. The Inbound Contact Routing Systems segment held the largest share of the Asia Pacific contact center application market in 2020 and is anticipated to hold its share during the forecast period. On the basis of end user, the contact center application market in Asia Pacific has been segmented into BFSI, government & education, outsourced contact centers, retail & utilities, telecommunications, travel & hospitality, others. In Asia Pacific, the BFSI segment made up the largest share of the contact center application market. In terms of geography, the contact center application market in Asia Pacific has been segmented into ASEAN, Australia, China, India, Japan, Korea.

The Asia Pacific contact center application market is highly competitive. Top players covered in Asia Pacific Contact Center Application Market Study are Aspect Software Inc., Avaya Inc., Cisco Systems Inc., Fujitsu Limited, Genesys Telecommunications Laboratories Inc., Hansol Inticube Co. Ltd., Huawei Technologies Co. Ltd., NEC Corporation, NICE Systems Ltd., Oki Electric Industry Company Limited, Verint Systems Inc.

Report Scope

Application: contact center analytics systems, Inbound Contact Routing Systems, interactive voice response systems, outbound dialer systems, quality monitoring systems, workforce management systems

End user: BFSI, government & education, outsourced contact centers, retail & utilities, telecommunications, travel & hospitality, others

Country: ASEAN, Australia, China, India, Japan, Korea

Years considered: this report covers the period 2017 to 2027

Key Benefits for Stakeholders

Get a comprehensive picture of the Asia Pacific contact center application market

Identify regional strategies and strategic priorities on the basis of local data

Pinpoint growth sectors and trends for investment

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Cisco Systems, Inc.

Fujitsu Limited

Genesys Telecommunications Laboratories, Inc.

Hansol Inticube Co., Ltd.

Huawei Technologies Co., Ltd.

NEC Corporation

NICE Systems Ltd.

Oki Electric Industry Company, Limited

Verint Systems Inc.

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