

Contact Center as a Service (CCaaS) Market in Europe 2022

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Abstracts

Contact Center as a Service (CCaaS) is a software deployment model that enables companies to only purchase the technology they need and is commonly operated by a vendor to reduce IT, integration, and support costs. The contact center as a service market in Europe is poised to grow by US\$ 1,561 million during 2022-2028, progressing at a CAGR of 14.9% during the forecast period, according to data and analytics company StrategyHelix.

The report provides up-to-date market size data for period 2018-2021 and forecast to 2028 covering key market aspects like sales value for contact center as a service. The Europe contact center as a service market is segmented on the basis of solution, end user, and country. By solution, the contact center as a service market in Europe has been segmented into omnichannel routing, customer analytics and reporting, workforce optimization (WFO) and workforce engagement management (WEM). Based upon end user, the contact center as a service market in Europe is categorized into banking, financial services and insurance (BFSI), healthcare, public sector, retail, telecommunications, transportation and logistics, utilities, others. Geographically, the contact center as a service market in Europe is segmented into France, Germany, Italy, Nordics, Spain, United Kingdom, Rest of Europe.

The Europe contact center as a service market is highly competitive. The contact center as a service market is dominated by key players, which are 8x8 Inc., Aircall SAS, AKIO, Alvaria Inc., Amazon Web Services Inc., Bright Pattern Inc., Computer Talk Technology Inc., Content Guru Ltd, Diabolocom SAS, Enghouse Systems Limited, Five9 Inc., Genesys Telecommunications Laboratories Inc., LeadDesk Ltd., NICE Systems Ltd., Odigo SAS, Puzzel Ltd., Talkdesk Inc., Telia Company AB, Vonage Holdings Corp., Worldline Group S.A.

Report Scope

Solution: omnichannel routing, customer analytics and reporting, workforce optimization (WFO) and workforce engagement management (WEM)

End user: banking, financial services and insurance (BFSI), healthcare, public sector, retail, telecommunications, transportation and logistics, utilities, others

Country: France, Germany, Italy, Nordics, Spain, United Kingdom, Rest of Europe

Years considered: this report covers the period 2018 to 2028

Key Benefits for Stakeholders

Get a comprehensive picture of the Europe contact center as a service market

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

Pinpoint growth sectors and trends for investment

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Public sector
Retail
Telecommunications
Transportation and logistics
Utilities
Others

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Italy
Nordics
Spain
United Kingdom
Rest of Europe

PART 6. KEY COMPANIES

8X8 INC.

Aircall SAS

AKIO

Alvaria, Inc.

Amazon Web Services, Inc.

Bright Pattern, Inc.

Computer Talk Technology Inc.

Content Guru Ltd

Diabolocom SAS

Enghouse Systems Limited

Five9 Inc.

Genesys Telecommunications Laboratories, Inc.

LeadDesk Ltd.

NICE Systems Ltd.

Odigo SAS

Puzzel Ltd.

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Telia Company AB

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