

Contact Center Software - Global Market Outlook (2020-2028)

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Abstracts

According to Statistics MRC, the Global Contact Center Software Market is accounted for \$24.10 billion in 2020 and is expected to reach \$96.27 billion by 2028 growing at a CAGR of 18.9% during the forecast period. The rising adoption of advanced contact center technologies and the need for handling contact center attrition and absenteeism are the factors driving the market growth. However, the high costs and long-term contracts associated with PRI phone services are hampering the market growth.

A contact center software is a telephony system that is used by enterprises, which assists in growing the effectiveness and efficiency of a contact center. It focuses on interactions between contact center agents and customers

Based on the component, the solutions segment is going to have lucrative growth during the forecast period due to the increasing need for improving customer satisfaction. The demand for contact center solutions is also rising with the growing business continuity challenges, work from home trends, and resource wastage on manual tasks.

By geography, Asia Pacific is going to have high growth during the forecast period due to the growing adoption of contact center software solutions by large as well as small and medium enterprises. The growing number of favorable government initiatives for supporting the adoption of cloud-based systems and automation of business processes is expected to fuel the regional market growth.

Some of the key players profiled in the Contact Center Software Market include 8X8, Inc., Alcatel-Lucent Enterprise, Amazon Web Services, Inc, Avaya, Inc , Cisco Systems, Inc, Enghouse Interactive Inc, Exotel Techcom Pvt. Ltd, GENESYS, Huawei

Technologies Co., Ltd, Microsoft Corporation, Mitel Corporation, NEC Corporation, Nice System Ltd, Oracle Corporation, and SAP SE.

Deployment Models Covered:

Cloud Software as a Service (SaaS)

Hosted

On-premises

Web Based/Browser Based

Types Covered:

Inbound

Omni-Channel

Outbound

Organization Sizes Covered:

Small & Medium Enterprises (SMEs)

Large Enterprises

Components Covered:

Solutions

Services

Software

End Users Covered:

Banking, Financial Services, and Insurance (BFSI)

Consumer Goods

Education

Energy and Utilities

Government and Public Sector

Healthcare

Information Technology (IT) and Information Technology Enabled Services (ITeS)

Manufacturing

Media & Entertainment

Retail and E-Commerce

Telecommunications

Travel & Hospitality

Other End Users

Regions Covered:

North America

US

Canada

Mexico

Europe

Germany

UK

Italy

France

Spain

Rest of Europe

Asia Pacific

Japan

China

India

Australia

New Zealand

South Korea

Rest of Asia Pacific

South America

Argentina

Brazil

Chile

Rest of South America

Middle East & Africa

Saudi Arabia

UAE

Qatar

South Africa

Rest of Middle East & Africa

What our report offers:

Market share assessments for the regional and country-level segments

Strategic recommendations for the new entrants

Covers Market data for the years 2019, 2020, 2021, 2025 and 2028

Market Trends (Drivers, Constraints, Opportunities, Threats, Challenges, Investment Opportunities, and recommendations)

Strategic recommendations in key business segments based on the market estimations

Competitive landscaping mapping the key common trends

Company profiling with detailed strategies, financials, and recent developments

Supply chain trends mapping the latest technological advancements

Free Customization Offerings:

All the customers of this report will be entitled to receive one of the following free

customization options:

Company Profiling

Comprehensive profiling of additional market players (up to 3)

SWOT Analysis of key players (up to 3)

Regional Segmentation

Market estimations, Forecasts and CAGR of any prominent country as per the client's interest (Note: Depends on feasibility check)

Competitive Benchmarking

Benchmarking of key players based on product portfolio, geographical presence, and strategic alliances

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NOTE: Tables for North America, Europe, Asia Pacific, South America and Middle East
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