

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

<https://marketpublishers.com/r/C836BE6FD47AEN.html>

Date: July 2021

Pages: 150

Price: US\$ 4,150.00 (Single User License)

ID: C836BE6FD47AEN

## 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

## Contents

### **1 EXECUTIVE SUMMARY**

### **2 PREFACE**

- 2.1 Abstract
- 2.2 Stake Holders
- 2.3 Research Scope
- 2.4 Research Methodology
  - 2.4.1 Data Mining
  - 2.4.2 Data Analysis
  - 2.4.3 Data Validation
  - 2.4.4 Research Approach
- 2.5 Research Sources
  - 2.5.1 Primary Research Sources
  - 2.5.2 Secondary Research Sources
  - 2.5.3 Assumptions

### **3 MARKET TREND ANALYSIS**

- 3.1 Introduction
- 3.2 Drivers
- 3.3 Restraints
- 3.4 Opportunities
- 3.5 Threats
- 3.6 End User Analysis
- 3.7 Emerging Markets
- 3.8 Impact of Covid-19

### **4 PORTERS FIVE FORCE ANALYSIS**

- 4.1 Bargaining power of suppliers
- 4.2 Bargaining power of buyers
- 4.3 Threat of substitutes
- 4.4 Threat of new entrants
- 4.5 Competitive rivalry

### **5 GLOBAL CONTACT CENTER SOFTWARE MARKET, BY DEPLOYMENT MODEL**

- 5.1 Introduction
- 5.2 Cloud Software as a Service (SaaS)
- 5.3 Hosted
- 5.4 On-Premises
- 5.5 Web Based/Browser Based

## **6 GLOBAL CONTACT CENTER SOFTWARE MARKET, BY TYPE**

- 6.1 Introduction
- 6.2 Inbound
- 6.3 Omni-Channel
- 6.4 Outbound

## **7 GLOBAL CONTACT CENTER SOFTWARE MARKET, BY ORGANIZATION SIZE**

- 7.1 Introduction
- 7.2 Small & Medium Enterprises (SMEs)
- 7.3 Large Enterprises

## **8 GLOBAL CONTACT CENTER SOFTWARE MARKET, BY COMPONENT**

- 8.1 Introduction
- 8.2 Solutions
  - 8.2.1 Omnichannel Routing
    - 8.2.1.1 Automatic Call Distribution (ACD)
    - 8.2.1.2 Digital Channels
    - 8.2.1.3 Interactive Voice Response (IVR)
    - 8.2.1.4 Virtual Agents
  - 8.2.2 Workforce Engagement Management
    - 8.2.2.1 Call Recording and Quality Management
    - 8.2.2.2 Workforce Optimization
  - 8.2.3 Reporting And Analytics
    - 8.2.3.1 Historical and Customized Reports
    - 8.2.3.2 Speech Analytics
    - 8.2.3.3 Text Analytics
  - 8.2.4 Customer Engagement Management
  - 8.2.5 Customer Collaboration
  - 8.2.6 Reporting and Analytics



#### 8.2.7 Other Solutions

##### 8.2.7.1 Compliance

##### 8.2.7.2 Computer Telephony Integration (CTI)

##### 8.2.7.3 Data Integration

##### 8.2.7.4 Messaging/Text

##### 8.2.7.5 Social

##### 8.2.7.6 Voice Mail

#### 8.3 Services

##### 8.3.1 Professional Services

###### 8.3.1.1 Deployment

###### 8.3.1.2 Implementation and Integration

###### 8.3.1.3 Support and Maintenance

###### 8.3.1.4 Training & Consulting

##### 8.3.2 Managed Services

#### 8.4 Software

##### 8.4.1 Fraud Management

##### 8.4.2 Intelligent Call Routing

##### 8.4.3 Intelligent Virtual Assistant (IVA)

##### 8.4.4 Network Security

##### 8.4.5 Reporting & Analytics

##### 8.4.6 Security Functions

##### 8.4.7 Dialers

###### 8.4.7.1 Preview Dialer

###### 8.4.7.2 Progressive Dialer

## **9 GLOBAL CONTACT CENTER SOFTWARE MARKET, BY END USER**

#### 9.1 Introduction

#### 9.2 Banking, Financial Services, and Insurance (BFSI)

#### 9.3 Consumer Goods

#### 9.4 Education

#### 9.5 Energy and Utilities

#### 9.6 Government and Public Sector

#### 9.7 Healthcare

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

#### 9.9 Manufacturing

#### 9.10 Media & Entertainment

#### 9.11 Retail and E-Commerce

#### 9.12 Telecommunications

9.13 Travel & Hospitality

9.14 Other End Users

9.14.1 Transportation

9.14.2 Logistics

## **10 GLOBAL CONTACT CENTER SOFTWARE MARKET, BY GEOGRAPHY**

10.1 Introduction

10.2 North America

10.2.1 US

10.2.2 Canada

10.2.3 Mexico

10.3 Europe

10.3.1 Germany

10.3.2 UK

10.3.3 Italy

10.3.4 France

10.3.5 Spain

10.3.6 Rest of Europe

10.4 Asia Pacific

10.4.1 Japan

10.4.2 China

10.4.3 India

10.4.4 Australia

10.4.5 New Zealand

10.4.6 South Korea

10.4.7 Rest of Asia Pacific

10.5 South America

10.5.1 Argentina

10.5.2 Brazil

10.5.3 Chile

10.5.4 Rest of South America

10.6 Middle East & Africa

10.6.1 Saudi Arabia

10.6.2 UAE

10.6.3 Qatar

10.6.4 South Africa

10.6.5 Rest of Middle East & Africa

## 11 KEY DEVELOPMENTS

- 11.1 Agreements, Partnerships, Collaborations and Joint Ventures
- 11.2 Acquisitions & Mergers
- 11.3 New Product Launch
- 11.4 Expansions
- 11.5 Other Key Strategies

## 12 COMPANY PROFILING

- 12.1 8X8, Inc.
- 12.2 Alcatel-Lucent Enterprise
- 12.3 Amazon Web Services, Inc
- 12.4 Avaya, Inc
- 12.5 Cisco Systems, Inc
- 12.6 Enghouse Interactive Inc
- 12.7 Exotel Techcom Pvt. Ltd
- 12.8 GENESYS
- 12.9 Huawei Technologies Co., Ltd
- 12.10 Microsoft Corporation
- 12.11 Mitel Corporation
- 12.12 NEC Corporation
- 12.13 Nice System Ltd
- 12.14 Oracle Corporation
- 12.15 SAP SE

## LIST OF DATA TABLES

- Table 1 Global Contact Center Software Market Outlook, By Region (2019-2028) (\$MN)
- Table 2 Global Contact Center Software Market Outlook, By Deployment Model (2019-2028) (\$MN)
- Table 3 Global Contact Center Software Market Outlook, By Cloud Software as a Service (SaaS) (2019-2028) (\$MN)
- Table 4 Global Contact Center Software Market Outlook, By Hosted (2019-2028) (\$MN)
- Table 5 Global Contact Center Software Market Outlook, By On-Premises (2019-2028) (\$MN)
- Table 6 Global Contact Center Software Market Outlook, By Web Based/Browser Based (2019-2028) (\$MN)
- Table 7 Global Contact Center Software Market Outlook, By Type (2019-2028) (\$MN)

Table 8 Global Contact Center Software Market Outlook, By Inbound (2019-2028)  
(\$MN)

Table 9 Global Contact Center Software Market Outlook, By Omni-Channel (2019-2028)  
(\$MN)

Table 10 Global Contact Center Software Market Outlook, By Outbound (2019-2028)  
(\$MN)

Table 11 Global Contact Center Software Market Outlook, By Organization Size  
(2019-2028) (\$MN)

Table 12 Global Contact Center Software Market Outlook, By Small & Medium  
Enterprises (SMEs) (2019-2028) (\$MN)

Table 13 Global Contact Center Software Market Outlook, By Large Enterprises  
(2019-2028) (\$MN)

Table 14 Global Contact Center Software Market Outlook, By Component (2019-2028)  
(\$MN)

Table 15 Global Contact Center Software Market Outlook, By Solutions (2019-2028)  
(\$MN)

Table 16 Global Contact Center Software Market Outlook, By Omnichannel Routing  
(2019-2028) (\$MN)

Table 17 Global Contact Center Software Market Outlook, By Workforce Engagement  
Management (2019-2028) (\$MN)

Table 18 Global Contact Center Software Market Outlook, By Reporting And Analytics  
(2019-2028) (\$MN)

Table 19 Global Contact Center Software Market Outlook, By Customer Engagement  
Management (2019-2028) (\$MN)

Table 20 Global Contact Center Software Market Outlook, By Customer Collaboration  
(2019-2028) (\$MN)

Table 21 Global Contact Center Software Market Outlook, By Reporting and Analytics  
(2019-2028) (\$MN)

Table 22 Global Contact Center Software Market Outlook, By Other Solutions  
(2019-2028) (\$MN)

Table 23 Global Contact Center Software Market Outlook, By Services (2019-2028)  
(\$MN)

Table 24 Global Contact Center Software Market Outlook, By Professional Services  
(2019-2028) (\$MN)

Table 25 Global Contact Center Software Market Outlook, By Managed Services  
(2019-2028) (\$MN)

Table 26 Global Contact Center Software Market Outlook, By Software (2019-2028)  
(\$MN)

Table 27 Global Contact Center Software Market Outlook, By Fraud Management

(2019-2028) (\$MN)

Table 28 Global Contact Center Software Market Outlook, By Intelligent Call Routing  
(2019-2028) (\$MN)

Table 29 Global Contact Center Software Market Outlook, By Intelligent Virtual  
Assistant (IVA) (2019-2028) (\$MN)

Table 30 Global Contact Center Software Market Outlook, By Network Security  
(2019-2028) (\$MN)

Table 31 Global Contact Center Software Market Outlook, By Reporting & Analytics  
(2019-2028) (\$MN)

Table 32 Global Contact Center Software Market Outlook, By Security Functions  
(2019-2028) (\$MN)

Table 33 Global Contact Center Software Market Outlook, By Dialers (2019-2028)  
(\$MN)

Table 34 Global Contact Center Software Market Outlook, By End User (2019-2028)  
(\$MN)

Table 35 Global Contact Center Software Market Outlook, By Banking, Financial  
Services, and Insurance (BFSI) (2019-2028) (\$MN)

Table 36 Global Contact Center Software Market Outlook, By Consumer Goods  
(2019-2028) (\$MN)

Table 37 Global Contact Center Software Market Outlook, By Education (2019-2028)  
(\$MN)

Table 38 Global Contact Center Software Market Outlook, By Energy and Utilities  
(2019-2028) (\$MN)

Table 39 Global Contact Center Software Market Outlook, By Government and Public  
Sector (2019-2028) (\$MN)

Table 40 Global Contact Center Software Market Outlook, By Healthcare (2019-2028)  
(\$MN)

Table 41 Global Contact Center Software Market Outlook, By Information Technology  
(IT) and Information Technology Enabled Services (ITeS) (2019-2028) (\$MN)

Table 42 Global Contact Center Software Market Outlook, By Manufacturing  
(2019-2028) (\$MN)

Table 43 Global Contact Center Software Market Outlook, By Media & Entertainment  
(2019-2028) (\$MN)

Table 44 Global Contact Center Software Market Outlook, By Retail and E-Commerce  
(2019-2028) (\$MN)

Table 45 Global Contact Center Software Market Outlook, By Telecommunications  
(2019-2028) (\$MN)

Table 46 Global Contact Center Software Market Outlook, By Travel & Hospitality  
(2019-2028) (\$MN)

Table 47 Global Contact Center Software Market Outlook, By Other End Users  
(2019-2028) (\$MN)

Table 48 Global Contact Center Software Market Outlook, By Transportation  
(2019-2028) (\$MN)

Table 49 Global Contact Center Software Market Outlook, By Logistics (2019-2028)  
(\$MN)

NOTE: Tables for North America, Europe, Asia Pacific, South America and Middle East  
& Africa are represented in the same manner above.

## I would like to order

Product name: Contact Center Software - Global Market Outlook (2020-2028)

Product link: <https://marketpublishers.com/r/C836BE6FD47AEN.html>

Price: US\$ 4,150.00 (Single User License / Electronic Delivery)

If you want to order Corporate License or Hard Copy, please, contact our Customer Service:

[info@marketpublishers.com](mailto:info@marketpublishers.com)

## Payment

To pay by Credit Card (Visa, MasterCard, American Express, PayPal), please, click button on product page <https://marketpublishers.com/r/C836BE6FD47AEN.html>

To pay by Wire Transfer, please, fill in your contact details in the form below:

First name:  
Last name:  
Email:  
Company:  
Address:  
City:  
Zip code:  
Country:  
Tel:  
Fax:  
Your message:

**\*\*All fields are required**

Customer signature \_\_\_\_\_

Please, note that by ordering from marketpublishers.com you are agreeing to our Terms & Conditions at <https://marketpublishers.com/docs/terms.html>

To place an order via fax simply print this form, fill in the information below and fax the completed form to +44 20 7900 3970