

# **Global Speech Analytics Market, By Component (Service, Solution), By Deployment (Cloud, On-premise), By Organization (SMEs, Large Enterprise), By Application (Call Monitoring, Customer Experience Management, Agent Performance Monitoring, Sales Performance Management, Competitive Intelligence, Risk and Compliance Management, Others), By End-user (BFSI, Government & Defense, Retail and eCommerce, Travel and Hospitality, Healthcare and Life Sciences, Energy and Utilities, Media and Entertainment, Travel and Hospitality, Telecommunications and IT, Others), By Region, Competition, Forecast & Opportunities, 2025**

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## **Abstracts**

Global speech analytics market is projected to grow at a CAGR of over 10% during 2020 - 2025. Growth in the market is driven by rising adoption of analytical solutions by agencies and corporates. However, high investment cost and complex application system integration are negatively impacting the market growth. Moreover, integrating speech analytic tools with predictive analytics is expensive and further restricts the growth of market. The global speech analytics market is segmented based on component, deployment, organization, application, end-user, and region. Based on component, the market can be categorized into service and solution. The service segment is expected to dominate the market over the next few years.

Based on end-user, the market can be fragmented into BFSI, Government & Defense, Retail and eCommerce, Travel and Hospitality, Healthcare and Life Sciences, Energy and Utilities, Media and Entertainment, Travel and Hospitality, Telecommunications and IT, and Others. In 2019, Telecommunications and IT segment accounted for the largest market share, followed by BFSI and Healthcare & Life Sciences segments.

Regionally, the speech analytics market has been segmented into Asia-Pacific, North America, South America, Europe, and Middle East & Africa. Among these regions, North America is expected to dominate the global speech analytics market majorly due to increasing improvements in the region's IT infrastructure.

The major players operating in the global speech analytics market include ASC Technologies, Avaya Inc, Calabrio Inc., Call Miner, Clarabridge, GemaTech Ltd, Genesys, New Voice Media, Nice Systems, OnviSource Inc, and Verint, among others. Major companies are developing advanced technologies in order to stay competitive in the market. Other competitive strategies include mergers & acquisitions.

Years considered for this report:

Historical Years: 2015 - 2018

Base Year: 2019

Estimated Year: 2020

Forecast Period: 2021 - 2025

Objective of the Study:

To analyze and estimate the market size of global speech analytics market from 2015 to 2018.

To estimate and forecast the market size of global speech analytics market from 2019 to 2025.

To classify and forecast global speech analytics market-based component, deployment, organization, application, end-users, company and regional

distribution.

To identify dominant region or segment in the global speech analytics market.

To identify drivers and challenges for global speech analytics market.

To examine competitive developments such as expansions, new product launches, mergers & acquisitions, etc., in global speech analytics market.

To identify and analyze the profile of leading players operating in global speech analytics market.

To identify key sustainable strategies adopted by market players in global speech analytics market.

TechSci Research performed both primary as well as exhaustive secondary research for this study. Initially, TechSci Research sourced a list of service providers across the globe. Subsequently, TechSci Research conducted primary research surveys with the identified companies. While interviewing, the respondents were also enquired about their competitors. Through this technique, TechSci Research could include the service providers which could not be identified due to the limitations of secondary research.

TechSci Research calculated the market size of global Speech Analytics market using a bottom-up approach, wherein data for various end-user segments was recorded and forecast for the future years. TechSci Research sourced these values from the industry experts and company representatives and externally validated through analyzing historical data of different segments for getting an appropriate, overall market size. Various secondary sources such as company websites, news articles, press releases, company annual reports, investor presentations and financial reports were also studied by TechSci Research.

Key Target Audience:

Speech Analytics players and other stakeholders

Government bodies such as regulating authorities and policy makers

Organizations, forums, and alliances related to speech analytics

## Market research and consulting firms

The study is useful in providing answers to several critical questions that are important for the industry stakeholders such as service providers, suppliers and partners, etc., besides allowing them in strategizing investments and capitalizing on market opportunities.

### Report Scope:

In this report, global speech analytics market has been segmented into following categories, in addition to the industry trends which have also been detailed below:

#### Market, By Component:

Service

Solution

#### Market, By Deployment:

Cloud

On-premises

#### Market, By Organization Component:

SMEs

Large Enterprises

#### Market, By Application:

Call monitoring

Customer Experience Management

Agent Performance Monitoring

Sales Performance Management

Competitive Intelligence

Risk and Compliance Management

Others

Market, By End-user:

BFSI

Telecommunications and IT

Government & Defense

Retail and eCommerce

Travel and Hospitality

Healthcare and Life Sciences

Energy and Utilities

Media and Entertainment

Travel and Hospitality

Others

Market, By Region:

North America

United States

Canada

Mexico

Europe

Germany

France

United Kingdom

Italy

Spain

Asia-Pacific

China

Japan

India

Philippines

South Korea

Middle East & Africa

South Africa

Saudi Arabia

UAE

Kuwait

South America

Brazil

Argentina

Colombia

## Competitive Landscape

**Company Profiles:** Detailed analysis of the major companies present in global Speech Analytics market.

## Available Customizations:

With the given market data, TechSci Research offers customizations according to a company's specific needs. The following customization options are available for the report:

## Company Information

Detailed analysis and profiling of additional market players (up to five).

## Contents

### 1. PRODUCT OVERVIEW

### 2. RESEARCH METHODOLOGY

### 3. IMPACT OF COVID-19 ON GLOBAL SPEECH ANALYTICS MARKET

### 4. EXECUTIVE SUMMARY

### 5. VOICE OF CUSTOMER

5.1. Brand Awareness (Aided/Unaided)

5.2. Product Awareness

5.3. Organization Component Satisfaction Analysis

5.4. Unmet Needs/Challenges

### 6. GLOBAL SPEECH ANALYTICS MARKET OUTLOOK

6.1. Market Size & Forecast

6.1.1. By Value

6.2. Market Share & Forecast

6.2.1. By Component (Solution, Service)

6.2.2. By Deployment Mode (On-Premises v/s Cloud)

6.2.3. By Organization Component (SMEs, Large Enterprise)

6.2.4. By Application (Call monitoring, Customer Experience Management, Agent Performance Monitoring, Sales Performance Management, Competitive Intelligence, Risk and Compliance Management, Others)

6.2.5. By End User (BFSI, Government & Defense, Retail and eCommerce, Travel and Hospitality, Healthcare and Life Sciences, Energy and Utilities, Media and Entertainment, Travel and Hospitality, Telecommunications and IT, Others)

6.2.6. By Company (2019)

6.2.7. By Region

6.3. Product Market Map

### 7. ASIA-PACIFIC SPEECH ANALYTICS MARKET OUTLOOK

7.1. Market Size & Forecast

7.1.1. By Value



## 7.2. Market Share & Forecast

7.2.1. By Component

7.2.2. By Deployment

7.2.3. By Organization Component

7.2.4. By Application

7.2.5. By End User

7.2.6. By Country

## 7.3. Asia-Pacific: Country Analysis

7.3.1. China Speech Analytics Market Outlook

7.3.1.1. Market Size & Forecast

7.3.1.1.1. By Value

7.3.1.2. Market Share & Forecast

7.3.1.2.1. By Component

7.3.1.2.2. By Deployment

7.3.1.2.3. By Application

7.3.1.2.4. By End User

7.3.2. India Speech Analytics Market Outlook

7.3.2.1. Market Size & Forecast

7.3.2.1.1. By Value

7.3.2.2. Market Share & Forecast

7.3.2.2.1. By Component

7.3.2.2.2. By Deployment

7.3.2.2.3. By Application

7.3.2.2.4. By End User

7.3.3. Philippines Speech Analytics Market Outlook

7.3.3.1. Market Size & Forecast

7.3.3.1.1. By Value

7.3.3.2. Market Share & Forecast

7.3.3.2.1. By Component

7.3.3.2.2. By Deployment

7.3.3.2.3. By Application

7.3.3.2.4. By End User

7.3.4. Japan Speech Analytics Market Outlook

7.3.4.1. Market Size & Forecast

7.3.4.1.1. By Value

7.3.4.2. Market Share & Forecast

7.3.4.2.1. By Component

7.3.4.2.2. By Deployment

7.3.4.2.3. By Application

- 7.3.4.2.4. By End User
- 7.3.5. South Korea Speech Analytics Market Outlook
  - 7.3.5.1. Market Size & Forecast
    - 7.3.5.1.1. By Value
  - 7.3.5.2. Market Share & Forecast
    - 7.3.5.2.1. By Component
    - 7.3.5.2.2. By Deployment
    - 7.3.5.2.3. By Application
    - 7.3.5.2.4. By End User

## **8. EUROPE SPEECH ANALYTICS MARKET OUTLOOK**

- 8.1. Market Size & Forecast
  - 8.1.1. By Value
- 8.2. Market Share & Forecast
  - 8.2.1. By Component
  - 8.2.2. By Deployment
  - 8.2.3. By Organization Component
  - 8.2.4. By Application
  - 8.2.5. By End User
  - 8.2.6. By Country
- 8.3. Europe: Country Analysis
  - 8.3.1. France Speech Analytics Market Outlook
    - 8.3.1.1. Market Size & Forecast
      - 8.3.1.1.1. By Value
    - 8.3.1.2. Market Share & Forecast
      - 8.3.1.2.1. By Component
      - 8.3.1.2.2. By Deployment
      - 8.3.1.2.3. By Application
      - 8.3.1.2.4. By End User
  - 8.3.2. Germany Speech Analytics Market Outlook
    - 8.3.2.1. Market Size & Forecast
      - 8.3.2.1.1. By Value
    - 8.3.2.2. Market Share & Forecast
      - 8.3.2.2.1. By Component
      - 8.3.2.2.2. By Deployment
      - 8.3.2.2.3. By Application
      - 8.3.2.2.4. By End User
  - 8.3.3. United Kingdom Speech Analytics Market Outlook

- 8.3.3.1. Market Size & Forecast
  - 8.3.3.1.1. By Value
- 8.3.3.2. Market Share & Forecast
  - 8.3.3.2.1. By Component
  - 8.3.3.2.2. By Deployment
  - 8.3.3.2.3. By Application
  - 8.3.3.2.4. By End User
- 8.3.4. Italy Speech Analytics Market Outlook
  - 8.3.4.1. Market Size & Forecast
    - 8.3.4.1.1. By Value
  - 8.3.4.2. Market Share & Forecast
    - 8.3.4.2.1. By Component
    - 8.3.4.2.2. By Deployment
    - 8.3.4.2.3. By Application
    - 8.3.4.2.4. By End User
- 8.3.5. Spain Speech Analytics Market Outlook
  - 8.3.5.1. Market Size & Forecast
    - 8.3.5.1.1. By Value
  - 8.3.5.2. Market Share & Forecast
    - 8.3.5.2.1. By Component
    - 8.3.5.2.2. By Deployment
    - 8.3.5.2.3. By Application
    - 8.3.5.2.4. By End User

## **9. NORTH AMERICA SPEECH ANALYTICS MARKET OUTLOOK**

- 9.1. Market Size & Forecast
  - 9.1.1. By Value
- 9.2. Market Share & Forecast
  - 9.2.1. By Component
  - 9.2.2. By Deployment
  - 9.2.3. By Organization Component
  - 9.2.4. By Application
  - 9.2.5. By End User
  - 9.2.6. By Country
- 9.3. North America: Country Analysis
  - 9.3.1. United States Speech Analytics Market Outlook
    - 9.3.1.1. Market Size & Forecast
      - 9.3.1.1.1. By Value

- 9.3.1.2. Market Share & Forecast
  - 9.3.1.2.1. By Component
  - 9.3.1.2.2. By Deployment
  - 9.3.1.2.3. By Application
  - 9.3.1.2.4. By End User
- 9.3.2. Mexico Speech Analytics Market Outlook
  - 9.3.2.1. Market Size & Forecast
    - 9.3.2.1.1. By Value
  - 9.3.2.2. Market Share & Forecast
    - 9.3.2.2.1. By Component
    - 9.3.2.2.2. By Deployment
    - 9.3.2.2.3. By Application
    - 9.3.2.2.4. By End User
- 9.3.3. Canada Speech Analytics Market Outlook
  - 9.3.3.1. Market Size & Forecast
    - 9.3.3.1.1. By Value
  - 9.3.3.2. Market Share & Forecast
    - 9.3.3.2.1. By Component
    - 9.3.3.2.2. By Deployment
    - 9.3.3.2.3. By Application
    - 9.3.3.2.4. By End User

## **10. SOUTH AMERICA SPEECH ANALYTICS MARKET OUTLOOK**

- 10.1. Market Size & Forecast
  - 10.1.1. By Value
- 10.2. Market Share & Forecast
  - 10.2.1. By Component
  - 10.2.2. By Deployment
  - 10.2.3. By Organization Component
  - 10.2.4. By Application
  - 10.2.5. By End User
  - 10.2.6. By Country
- 10.3. South America: Country Analysis
  - 10.3.1. Brazil Speech Analytics Market Outlook
    - 10.3.1.1. Market Size & Forecast
      - 10.3.1.1.1. By Value
    - 10.3.1.2. Market Share & Forecast
      - 10.3.1.2.1. By Component

- 10.3.1.2.2. By Deployment
- 10.3.1.2.3. By Application
- 10.3.1.2.4. By End User
- 10.3.2. Argentina Speech Analytics Market Outlook
  - 10.3.2.1. Market Size & Forecast
    - 10.3.2.1.1. By Value
  - 10.3.2.2. Market Share & Forecast
    - 10.3.2.2.1. By Component
    - 10.3.2.2.2. By Deployment
    - 10.3.2.2.3. By Application
    - 10.3.2.2.4. By End User
- 10.3.3. Colombia Speech Analytics Market Outlook
  - 10.3.3.1. Market Size & Forecast
    - 10.3.3.1.1. By Value
  - 10.3.3.2. Market Share & Forecast
    - 10.3.3.2.1. By Component
    - 10.3.3.2.2. By Deployment
    - 10.3.3.2.3. By Application
    - 10.3.3.2.4. By End User

## **11. MIDDLE EAST AND AFRICA SPEECH ANALYTICS MARKET OUTLOOK**

- 11.1. Market Size & Forecast
  - 11.1.1. By Value
- 11.2. Market Share & Forecast
  - 11.2.1. By Component
  - 11.2.2. By Deployment
  - 11.2.3. By Organization Component
  - 11.2.4. By Application
  - 11.2.5. By End User
  - 11.2.6. By Country
- 11.3. MEA: Country Analysis
  - 11.3.1. South Africa Speech Analytics Market Outlook
    - 11.3.1.1. Market Size & Forecast
      - 11.3.1.1.1. By Value
    - 11.3.1.2. Market Share & Forecast
      - 11.3.1.2.1. By Component
      - 11.3.1.2.2. By Deployment
      - 11.3.1.2.3. By Application

- 11.3.1.2.4. By End User
- 11.3.2. Saudi Arabia Speech Analytics Market Outlook
  - 11.3.2.1. Market Size & Forecast
    - 11.3.2.1.1. By Value
  - 11.3.2.2. Market Share & Forecast
    - 11.3.2.2.1. By Component
    - 11.3.2.2.2. By Deployment
    - 11.3.2.2.3. By Application
    - 11.3.2.2.4. By End User
- 11.3.3. UAE Speech Analytics Market Outlook
  - 11.3.3.1. Market Size & Forecast
    - 11.3.3.1.1. By Value
  - 11.3.3.2. Market Share & Forecast
    - 11.3.3.2.1. By Component
    - 11.3.3.2.2. By Deployment
    - 11.3.3.2.3. By Application
    - 11.3.3.2.4. By End User
- 11.3.4. Kuwait Speech Analytics Market Outlook
  - 11.3.4.1. Market Size & Forecast
    - 11.3.4.1.1. By Value
  - 11.3.4.2. Market Share & Forecast
    - 11.3.4.2.1. By Component
    - 11.3.4.2.2. By Deployment
    - 11.3.4.2.3. By Application
    - 11.3.4.2.4. By End User

## **12. MARKET DYNAMICS**

- 12.1. Drivers
- 12.2. Challenges

## **13. MARKET TRENDS & DEVELOPMENTS**

## **14. COMPETITIVE LANDSCAPE**

- 14.1. ASC Technologies
- 14.2. Avaya, Inc
- 14.3. Calabrio, Inc
- 14.4. Call Miner

- 14.5. Clarabridge
- 14.6. GemaTech Ltd
- 14.7. Genesys
- 14.8. New Voice Media
- 14.9. Nice Systems
- 14.10. OnviSource, Inc.
- 14.11. Verint

## **15. STRATEGIC RECOMMENDATIONS**

## List Of Tables

### LIST OF TABLES

- Table 1: Number of Data Breach and Record Exposed By Industry, 2017 & 2019
- Table 2: United States Speech Analytics Market, By Value (USD Million), 2015-2025F
- Table 3: Canada Speech Analytics Market, By Value (USD Million), 2015-2025F
- Table 4: Mexico Speech Analytics Market, By Value (USD Million), 2015-2025F
- Table 5: France Speech Analytics Market, By Value (USD Million), 2015-2025F
- Table 6: Germany Speech Analytics Market, By Value (USD Million), 2015-2025F
- Table 7: United Kingdom Speech Analytics Market, By Value (USD Million), 2015-2025F
- Table 8: Italy Speech Analytics Market, By Value (USD Million), 2015-2025F
- Table 9: Spain Speech Analytics Market, By Value (USD Million), 2015-2025F
- Table 10: China Speech Analytics Market, By Value (USD Million), 2015-2025F
- Table 11: India Speech Analytics Market, By Value (USD Million), 2015-2025F
- Table 12: Japan Speech Analytics Market, By Value (USD Million), 2015-2025F
- Table 13: Australia Speech Analytics Market, By Value (USD Million), 2015-2025F
- Table 14: South Korea Speech Analytics Market, By Value (USD Million), 2015-2025F
- Table 15: Brazil Speech Analytics Market, By Value (USD Million), 2015-2025F
- Table 16: Argentina Speech Analytics Market, By Value (USD Million), 2015-2025F
- Table 17: Colombia Speech Analytics Market, By Value (USD Million), 2015-2025F
- Table 18: South Africa Speech Analytics Market, By Value (USD Million), 2015-2025F
- Table 19: South Arabia Speech Analytics Market, By Value (USD Million), 2015-2025F
- Table 20: UAE Speech Analytics Market, By Value (USD Million), 2015-2025F



## List Of Figures

### LIST OF FIGURES

Figure 1: Global Speech Analytics Market Size, By Value, 2015-2025F (USD Million)

Figure 2: Global Speech Analytics Market Share, By Component, By Value, 2015-2025F

Figure 3: Global Speech Analytics Market Share, By Organization Size, By Value, 2015-2025F

Figure 5: Global Speech Analytics Market Share, By Deployment, By Value, 2015-2025F

Figure 6: Global Speech Analytics Market Share, By Application, By Value, 2015-2025F

Figure 7: Global Speech Analytics Market Share, By End-user, By Value, 2015-2025F

Figure 8: Global Speech Analytics Market Share, By Region, By Value, 2019 & 2025F

Figure 9: Global Speech Analytics Market Share, By Company, By Value, 2019

Figure 10: Global Speech Analytics Components Map on the Basis of Market Size (USD Million) & Growth Rate (%), 2019

Figure 11: Global Speech Analytics Organization Size Map on the Basis of Market Size (USD Million) & Growth Rate (%), 2019

Figure 12: Global Speech Analytics Deployment Map on the Basis of Market Size (USD Million) & Growth Rate (%), 2019

Figure 13: Global Speech Analytics Application Map on the Basis of Market Size (USD Million) & Growth Rate (%), 2019

Figure 14: Global Speech Analytics End-user Map on the Basis of Market Size (USD Million) & Growth Rate (%), 2019

Figure 15: Region Map on the Basis of Market Size (USD Million) & Growth Rate (%), 2019

Figure 16: North America Speech Analytics Market Size, By Value, 2015-2025F (USD Million)

Figure 17: North America Speech Analytics Market Share, By Component, By Value, 2015-2025F

Figure 19: North America Speech Analytics Market Share, By Deployment, By Value, 2015-2025F

Figure 20: North America Speech Analytics Market Share, By Application, By Value, 2015-2025F

Figure 21: North America Speech Analytics Market Share, By End-user, By Value, 2015-2025F

Figure 22: North America Speech Analytics Market Share, By Country, By Value, 2019 & 2025F

Figure 23: United States Speech Analytics Market Size, By Value, 2015-2025F (USD Million)

Figure 24: United States Speech Analytics Market Share, By Component, By Value, 2015-2025F

Figure 25: United States Speech Analytics Market Share, By Deployment, By Value, 2015-2025F

Figure 26: United States Speech Analytics Market Share, By Application, By Value, 2015-2025F

Figure 27: United States Speech Analytics Market Share, By End-user, By Value, 2015-2025F

Figure 28: Canada Speech Analytics Market Size, By Value, 2015-2025F (USD Million)

Figure 29: Canada Speech Analytics Market Share, By Component, By Value, 2015-2025F

Figure 30: Canada Speech Analytics Market Share, By Deployment, By Value, 2015-2025F

Figure 31: Canada Speech Analytics Market Share, By Application, By Value, 2015-2025F

Figure 32: Canada Speech Analytics Market Share, By End-user, By Value, 2015-2025F

Figure 33: Mexico Speech Analytics Market Size, By Value, 2015-2025F (USD Million)

Figure 34: Mexico Speech Analytics Market Share, By Component, By Value, 2015-2025F

Figure 35: Mexico Speech Analytics Market Share, By Deployment, By Value, 2015-2025F

Figure 36: Mexico Speech Analytics Market Share, By Application, By Value, 2015-2025F

Figure 37: Mexico Speech Analytics Market Share, By End-user, By Value, 2015-2025F

Figure 38: Europe Speech Analytics Market Size, By Value, 2015-2025F (USD Million)

Figure 39: Europe Speech Analytics Market Share, By Component, By Value, 2015-2025F

Figure 40: Europe Speech Analytics Market Share, By Deployment, By Value, 2015-2025F

Figure 41: Europe Speech Analytics Market Share, By Application, By Value, 2015-2025F

Figure 42: Europe Speech Analytics Market Share, By End-user, By Value, 2015-2025F

Figure 43: Europe Speech Analytics Market Share, By Country, By Value, 2019 & 2025F

Figure 44: France Speech Analytics Market Size, By Value, 2015-2025F (USD Million)

Figure 45: France Speech Analytics Market Share, By Component, By Value,

2015-2025F

Figure 46: France Speech Analytics Market Share, By Deployment, By Value, 2015-2025F

Figure 47: France Speech Analytics Market Share, By Application, By Value, 2015-2025F

Figure 48: France Speech Analytics Market Share, By End-user, By Value, 2015-2025F

Figure 49: Germany Speech Analytics Market Size, By Value, 2015-2025F (USD Million)

Figure 50: Germany Speech Analytics Market Share, By Component, By Value, 2015-2025F

Figure 51: Germany Speech Analytics Market Share, By Deployment, By Value, 2015-2025F

Figure 52: Germany Speech Analytics Market Share, By Application, By Value, 2015-2025F

Figure 53: Germany Speech Analytics Market Share, By End-user, By Value, 2015-2025F

Figure 54: United Kingdom Speech Analytics Market Size, By Value, 2015-2025F (USD Million)

Figure 55: United Kingdom Speech Analytics Market Share, By Component, By Value, 2015-2025F

Figure 56: United Kingdom Speech Analytics Market Share, By Deployment, By Value, 2015-2025F

Figure 57: United Kingdom Speech Analytics Market Share, By Application, By Value, 2015-2025F

Figure 58: United Kingdom Speech Analytics Market Share, By End-user, By Value, 2015-2025F

Figure 59: Italy Speech Analytics Market Size, By Value, 2015-2025F (USD Million)

Figure 60: Italy Speech Analytics Market Share, By Component, By Value, 2015-2025F

Figure 61: Italy Speech Analytics Market Share, By Deployment, By Value, 2015-2025F

Figure 62: Italy Speech Analytics Market Share, By Application, By Value, 2015-2025F

Figure 63: Italy Speech Analytics Market Share, By End-user, By Value, 2015-2025F

Figure 64: Spain Speech Analytics Market Size, By Value, 2015-2025F (USD Million)

Figure 65: Spain Speech Analytics Market Share, By Component, By Value, 2015-2025F

Figure 66: Spain Speech Analytics Market Share, By Deployment, By Value, 2015-2025F

Figure 67: Spain Speech Analytics Market Share, By Application, By Value, 2015-2025F

Figure 68: Spain Speech Analytics Market Share, By End-user, By Value, 2015-2025F

Figure 69: Rest of Europe Speech Analytics Market Size, By Value, 2015-2025F (USD

Million)

Figure 70: Rest of Europe Speech Analytics Market Share, By Component, By Value, 2015-2025F

Figure 71: Rest of Europe Speech Analytics Market Share, By Deployment, By Value, 2015-2025F

Figure 72: Rest of Europe Speech Analytics Market Share, By Application, By Value, 2015-2025F

Figure 73: Rest of Europe Speech Analytics Market Share, By End-user, By Value, 2015-2025F

Figure 74: Asia-Pacific Speech Analytics Market Size, By Value, 2015-2025F (USD Million)

Figure 75: Asia-Pacific Speech Analytics Market Share, By Component, By Value, 2015-2025F

Figure 76: Asia-Pacific Speech Analytics Market Share, By Deployment, By Value, 2015-2025F

Figure 77: Asia-Pacific Speech Analytics Market Share, By Application, By Value, 2015-2025F

Figure 78: Asia-Pacific Speech Analytics Market Share, By End-user, By Value, 2015-2025F

Figure 79: Asia-Pacific Speech Analytics Market Share, By Country, By Value, 2019 & 2025F

Figure 80: China Speech Analytics Market Size, By Value, 2015-2025F (USD Million)

Figure 81: China Speech Analytics Market Share, By Component, By Value, 2015-2025F

Figure 82: China Speech Analytics Market Share, By Deployment, By Value, 2015-2025F

Figure 83: China Speech Analytics Market Share, By Application, By Value, 2015-2025F

Figure 84: China Speech Analytics Market Share, By End-user, By Value, 2015-2025F

Figure 85: India Speech Analytics Market Size, By Value, 2015-2025F (USD Million)

Figure 86: India Speech Analytics Market Share, By Component, By Value, 2015-2025F

Figure 87: India Speech Analytics Market Share, By Deployment, By Value, 2015-2025F

Figure 88: India Speech Analytics Market Share, By Application, By Value, 2015-2025F

Figure 89: India Speech Analytics Market Share, By End-user, By Value, 2015-2025F

Figure 90: Japan Speech Analytics Market Size, By Value, 2015-2025F (USD Million)

Figure 91: Japan Speech Analytics Market Share, By Component, By Value, 2015-2025F

Figure 92: Japan Speech Analytics Market Share, By Deployment, By Value,

2015-2025F

Figure 93: Japan Speech Analytics Market Share, By Application, By Value, 2015-2025F

Figure 94: Japan Speech Analytics Market Share, By End-user, By Value, 2015-2025F

Figure 95: Australia Speech Analytics Market Size, By Value, 2015-2025F (USD Million)

Figure 96: Australia Speech Analytics Market Share, By Component, By Value, 2015-2025F

Figure 97: Australia Speech Analytics Market Share, By Deployment, By Value, 2015-2025F

Figure 98: Australia Speech Analytics Market Share, By Application, By Value, 2015-2025F

Figure 99: Australia Speech Analytics Market Share, By End-user, By Value, 2015-2025F

Figure 100: Vietnam Speech Analytics Market Size, By Value, 2015-2025F (USD Million)

Figure 101: Vietnam Speech Analytics Market Share, By Component, By Value, 2015-2025F

Figure 102: Vietnam Speech Analytics Market Share, By Deployment, By Value, 2015-2025F

Figure 103: Vietnam Speech Analytics Market Share, By Application, By Value, 2015-2025F

Figure 104: Vietnam Speech Analytics Market Share, By End-user, By Value, 2015-2025F

Figure 105: Middle East & Africa Speech Analytics Market Size, By Value, 2015-2025F (USD Million)

Figure 106: Middle East & Africa Speech Analytics Market Share, By Component, By Value, 2015-2025F

Figure 107: Middle East & Africa Speech Analytics Market Share, By Deployment, By Value, 2015-2025F

Figure 108: Middle East & Africa Speech Analytics Market Share, By Application, By Value, 2015-2025F

Figure 109: Middle East & Africa Speech Analytics Market Share, By End-user, By Value, 2015-2025F

Figure 110: Middle East & Africa Speech Analytics Market Share, By Country, By Value, 2019 & 2025F

Figure 111: Saudi Arabia Speech Analytics Market Size, By Value, 2015-2025F (USD Million)

Figure 112: Saudi Arabia Speech Analytics Market Share, By Component, By Value, 2015-2025F

Figure 113: Saudi Arabia Speech Analytics Market Share, By Deployment, By Value, 2015-2025F

Figure 114: Saudi Arabia Speech Analytics Market Share, By Application, By Value, 2015-2025F

Figure 115: Saudi Arabia Speech Analytics Market Share, By End-user, By Value, 2015-2025F

Figure 116: South Africa Speech Analytics Market Size, By Value, 2015-2025F (USD Million)

Figure 117: South Africa Speech Analytics Market Share, By Component, By Value, 2015-2025F

Figure 118: South Africa Speech Analytics Market Share, By Deployment, By Value, 2015-2025F

Figure 119: South Africa Speech Analytics Market Share, By Application, By Value, 2015-2025F

Figure 120: South Africa Speech Analytics Market Share, By End-user, By Value, 2015-2025F

Figure 121: UAE Speech Analytics Market Size, By Value, 2015-2025F (USD Million)

Figure 122: UAE Speech Analytics Market Share, By Component, By Value, 2015-2025F

Figure 123: UAE Speech Analytics Market Share, By Deployment, By Value, 2015-2025F

Figure 124: UAE Speech Analytics Market Share, By Application, By Value, 2015-2025F

Figure 125: UAE Speech Analytics Market Share, By End-user, By Value, 2015-2025F

Figure 126: South America Speech Analytics Market Size, By Value, 2015-2025F (USD Million)

Figure 127: South America Speech Analytics Market Share, By Component, By Value, 2015-2025F

Figure 128: South America Speech Analytics Market Share, By Deployment, By Value, 2015-2025F

Figure 129: South America Speech Analytics Market Share, By Application, By Value, 2015-2025F

Figure 130: South America Speech Analytics Market Share, By End-user, By Value, 2015-2025F

Figure 131: South America Speech Analytics Market Share, By Country, By Value, 2019 & 2025F

Figure 132: Brazil Speech Analytics Market Size, By Value, 2015-2025F (USD Million)

Figure 133: Brazil Speech Analytics Market Share, By Component, By Value, 2015-2025F



Figure 134: Brazil Speech Analytics Market Share, By Deployment, By Value, 2015-2025F

Figure 135: Brazil Speech Analytics Market Share, By Application, By Value, 2015-2025F

Figure 136: Brazil Speech Analytics Market Share, By End-user, By Value, 2015-2025F

Figure 137: Argentina Speech Analytics Market Size, By Value, 2015-2025F (USD Million)

Figure 138: Argentina Speech Analytics Market Share, By Component, By Value, 2015-2025F

Figure 139: Argentina Speech Analytics Market Share, By Deployment, By Value, 2015-2025F

Figure 140: Argentina Speech Analytics Market Share, By Application, By Value, 2015-2025F

Figure 141: Argentina Speech Analytics Market Share, By End-user, By Value, 2015-2025F

Figure 142: Colombia Speech Analytics Market Size, By Value, 2015-2025F (USD Million)

Figure 143: Colombia Speech Analytics Market Share, By Component, By Value, 2015-2025F

Figure 144: Colombia Speech Analytics Market Share, By Deployment, By Value, 2015-2025F

Figure 145: Colombia Speech Analytics Market Share, By Application, By Value, 2015-2025F

Figure 146: Colombia Speech Analytics Market Share, By End-user, By Value, 2015-2025F

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