

# **Customer Care BPO Market Forecast to 2028 - COVID-19 Impact and Global Analysis By Solution (Onshore Outsourcing, Offshore Outsourcing, and Nearshore Outsourcing) and End User (BFSI, IT and Telecommunication, Retail and E-Commerce, Manufacturing, Healthcare and Pharmaceutical, Transport and Logistics, Media and Communication, Automotive, and Others)**

<https://marketpublishers.com/r/CD2D05FF2D41EN.html>

Date: April 2023

Pages: 167

Price: US\$ 4,550.00 (Single User License)

ID: CD2D05FF2D41EN

## **Abstracts**

The customer care BPO market is projected to grow from US\$ 22,598.82 million in 2022 to US\$ 34,570.73 million by 2028; it is estimated to record a CAGR of 7.5% from 2023 to 2028.

Consumers are increasingly adopting digitization, owing to which organizations are focusing more on enhancing customer experience through various technological advancements such as artificial intelligence (AI), augmented reality (AR), and virtual reality (VR). Countries such as India, China, South Africa, the Philippines, and Vietnam are becoming favorable locations for customer care BPO due to the availability of well-educated and low-cost labor. Owing to this, developed economies such as the US, Germany, England, and Japan are leveraging the cost-effectiveness of developing countries by outsourcing customer care services to these developing economies. For instance, in August 2020, Echelon Solutions Group, LLC announced signing a partnership agreement with SixAce Global, an Indian company that offers end-to-end consultancy and outsourcing services to clients across India, the US, Canada, and Australia. With this partnership, Echelon planned to include business process outsourcing services as part of its portfolio. Such cost-effectiveness of the developing

countries is propelling the customer care BPO market growth.

The BFSI sector is witnessing the rising adoption of digital-savvy banking, leading to a rise in customer queries. An increase in competition is evident in the sector, with new entrants competing with established players. Owing to such fierce competition, key BFSI players focus on acquiring customers and serving them efficiently, along with gaining more customers and retaining the existing ones. Owing to priorities, the adoption of customer care services is high in the BFSI sector. Moreover, government initiatives to promote cashless economies and technologically advanced credit management and payment and bring modifications in consumer behavior are changing the way financial service firms are operating and competing in the customer care BPO market. Such factors are propelling the customer care BPO market growth in the BFSI industry.

Businesses in the retail & e-commerce sector provide customer care services to streamline their operations and keep up with technological developments. Through customer care services, the sector offers front-end or back-end services to its customers through inbound/outbound call centers, live chats, e-mails, etc. The implementation of new technologies requires a transformation in the overall working of the organization. Furthermore, various advancements in customer care service in the e-commerce industry, such as chatbots and live chat, are helping reduce back-office operations. These customer care services help e-commerce businesses reduce costs associated with back-office operations, along with providing an enhanced customer experience. Fast-changing customer demands, and higher customer expectations are a few of the challenges faced by the retail industry. Customer care services allow retail enterprises to understand changing demands, based on which they can alter offerings to increase customer satisfaction. By outsourcing these customer services, retail and e-commerce organizations can reduce the cost and time involved in training resources, along with lowering relevant investments required for modifying their infrastructure. BPO services providers have abundant resources and expertise to effectively and quickly complete customer care operations without compromising the quality of services.

The customer care BPO market is segmented based on solution, end user, and geography. Based on solution, the customer care BPO market is categorized into nearshore outsourcing, onshore outsourcing, and offshore outsourcing. Based on end user, the customer care BPO market is segmented into IT and telecommunication, BFSI, retail and e-commerce, manufacturing, transport and logistics, healthcare and pharmaceutical, media and communication, automotive, and others. By geography, the customer care BPO market is segmented into North America, Europe, Asia Pacific, the

Middle East & Africa, and South America.

lorica Inc, Telus International Cda Inc, Simply Contact International, Comdata SpA, Concentrix Corp, Foundever Operating Corp, Front Logix Solutions LLC, TTEC Holdings Inc, Teleperformance SE, and Webhelp Inc are among the key market players operating in the customer care BPO market that are profiled in this market study.

The overall customer care BPO market size has been derived using both primary and secondary sources. Exhaustive secondary research has been conducted using internal and external sources to obtain qualitative and quantitative information related to the customer care BPO market. The process also helps obtain an overview and forecast of the market with respect to all the market segments. Also, multiple primary interviews have been conducted with industry participants to validate the data and gain analytical insights. This process includes industry experts such as VPs, business development managers, market intelligence managers, and national sales managers, along with external consultants such as valuation experts, research analysts, and key opinion leaders, specializing in the customer care BPO market.

## Contents

### **1. INTRODUCTION**

- 1.1 Study Scope
- 1.2 The Insight Partners Research Report Guidance
- 1.3 Market Segmentation
  - 1.3.1 Customer Care BPO Market – By Solution
  - 1.3.2 Customer Care BPO Market – By End User
  - 1.3.3 Customer Care BPO Market- By Region

### **2. KEY TAKEAWAYS**

### **3. RESEARCH METHODOLOGY**

- 3.1 Coverage
- 3.2 Secondary Research
- 3.3 Primary Research

### **4. CUSTOMER CARE BPO MARKET LANDSCAPE**

- 4.1 Market Overview
- 4.2 PEST Analysis
  - 4.2.1 North America
  - 4.2.2 Europe
  - 4.2.3 APAC
  - 4.2.4 MEA
  - 4.2.5 SAM
- 4.3 Ecosystem Analysis
- 4.4 Expert Opinion

### **5. CUSTOMER CARE BPO MARKET – KEY MARKET DYNAMICS**

- 5.1 Market Drivers
  - 5.1.1 Rising Focus of Organizations on Ensuring Greater Customer Satisfaction
  - 5.1.2 Huge Cost Benefits Conferred by Outsourcing Customer Care Services
- 5.2 Restraint
  - 5.2.1 Concerns Regarding Data Security and Privacy

5.2.2 Overdependence on External Service Providers

5.3 Opportunity

5.3.1 Progressive IT and Telecommunications Sector

5.4 Future Trend

5.4.1 Emergence of Technologies such as Artificial Intelligence and Cloud Computing

5.5 Impact Analysis of Drivers and Restraints

## **6. CUSTOMER CARE BPO MARKET – GLOBAL ANALYSIS**

6.1 Global Customer Care BPO Market Overview

6.2 Customer Care BPO Market – Revenue and Forecast to 2028 (US\$ Million)

6.3 Market Positioning – Five Key Players

## **7. CUSTOMER CARE BPO MARKET ANALYSIS – BY SOLUTION**

7.1 Overview

7.2 Customer Care BPO Market, By Solution (2022 and 2028)

7.3 Nearshore Outsourcing

7.3.1 Overview

7.3.2 Nearshore Outsourcing: Customer Care BPO Market – Revenue, and Forecast to 2028 (US\$ Million)

7.4 Onshore Outsourcing

7.4.1 Overview

7.4.2 Onshore Outsourcing: Customer Care BPO Market – Revenue, and Forecast to 2028 (US\$ Million)

7.5 Offshore Outsourcing

7.5.1 Overview

7.5.2 Offshore Outsourcing: Customer Care BPO Market – Revenue, and Forecast to 2028 (US\$ Million)

## **8. CUSTOMER CARE BPO MARKET ANALYSIS – BY END USER**

8.1 Overview

8.2 Customer Care BPO Market, By End User (2022 and 2028)

8.3 IT and Telecommunication

8.3.1 Overview

8.3.2 IT and Telecommunication: Customer Care BPO Market- Revenue and Forecast to 2028 (US\$ Million)

8.4 BFSI

#### 8.4.1 Overview

#### 8.4.2 BFSI: Customer Care BPO Market- Revenue and Forecast to 2028 (US\$ Million)

### 8.5 Retail and E-Commerce

#### 8.5.1 Overview

#### 8.5.2 Retail and E-Commerce: Customer Care BPO Market- Revenue and Forecast to 2028 (US\$ Million)

### 8.6 Manufacturing

#### 8.6.1 Overview

#### 8.6.2 Manufacturing: Customer Care BPO Market- Revenue and Forecast to 2028 (US\$ Million)

### 8.7 Transport and Logistics

#### 8.7.1 Overview

#### 8.7.2 Transport and Logistics: Customer Care BPO Market- Revenue and Forecast to 2028 (US\$ Million)

### 8.8 Healthcare and Pharmaceutical

#### 8.8.1 Overview

#### 8.8.2 Healthcare and Pharmaceutical: Customer Care BPO Market- Revenue and Forecast to 2028 (US\$ Million)

### 8.9 Media and Communication

#### 8.9.1 Overview

#### 8.9.2 Media and Communication: Customer Care BPO Market- Revenue and Forecast to 2028 (US\$ Million)

### 8.10 Automotive

#### 8.10.1 Overview

#### 8.10.2 Automotive: Customer Care BPO Market- Revenue and Forecast to 2028 (US\$ Million)

### 8.11 Others

#### 8.11.1 Overview

#### 8.11.2 Others: Customer Care BPO Market- Revenue and Forecast to 2028 (US\$ Million)

## 9. CUSTOMER CARE BPO MARKET – GEOGRAPHIC ANALYSIS

### 9.1 Overview

### 9.2 North America: Customer Care BPO Market

#### 9.2.1 Overview

#### 9.2.2 North America Customer Care BPO Market, Revenue and Forecast to 2028 (US\$ Million)

#### 9.2.3 North America Customer Care BPO Market Breakdown, By Solution

- 9.2.4 North America Customer Care BPO Market Breakdown, By End User
- 9.2.5 North America Customer Care BPO Market Breakdown, by Country
  - 9.2.5.1 US Customer Care BPO Market, Revenue and Forecast to 2028
    - 9.2.5.1.1 US Customer Care BPO Market Breakdown, By Solution
    - 9.2.5.1.2 US Customer Care BPO Market Breakdown, By End User
  - 9.2.5.2 Canada Customer Care BPO Market, Revenue and Forecast to 2028
    - 9.2.5.2.1 Canada Customer Care BPO Market Breakdown, By Solution
    - 9.2.5.2.2 Canada Customer Care BPO Market Breakdown, By End User
  - 9.2.5.3 Mexico Customer Care BPO Market, Revenue and Forecast to 2028
    - 9.2.5.3.1 Mexico Customer Care BPO Market Breakdown, By Solution
    - 9.2.5.3.2 Mexico Customer Care BPO Market Breakdown, By End User
- 9.3 Europe: Customer Care BPO Market
  - 9.3.1 Overview
  - 9.3.2 Europe Customer Care BPO Market, Revenue and Forecast to 2028 (US\$ Million)
  - 9.3.3 Europe Customer Care BPO Market Breakdown, By Solution
  - 9.3.4 Europe Customer Care BPO Market Breakdown, By End User
  - 9.3.5 Europe Customer Care BPO Market Breakdown, by Country
    - 9.3.5.1 Germany Customer Care BPO Market, Revenue and Forecast to 2028
      - 9.3.5.1.1 Germany Customer Care BPO Market Breakdown, By Solution
      - 9.3.5.1.2 Germany Customer Care BPO Market Breakdown, By End User
    - 9.3.5.2 UK Customer Care BPO Market, Revenue and Forecast to 2028
      - 9.3.5.2.1 UK Customer Care BPO Market Breakdown, By Solution
      - 9.3.5.2.2 UK Customer Care BPO Market Breakdown, By End User
    - 9.3.5.3 France Customer Care BPO Market, Revenue and Forecast to 2028
      - 9.3.5.3.1 France Customer Care BPO Market Breakdown, By Solution
      - 9.3.5.3.2 France Customer Care BPO Market Breakdown, By End User
    - 9.3.5.4 Italy Customer Care BPO Market, Revenue and Forecast to 2028
      - 9.3.5.4.1 Italy Customer Care BPO Market Breakdown, By Solution
      - 9.3.5.4.2 Italy Customer Care BPO Market Breakdown, By End User
    - 9.3.5.5 Russia Customer Care BPO Market, Revenue and Forecast to 2028
      - 9.3.5.5.1 Russia Customer Care BPO Market Breakdown, By Solution
      - 9.3.5.5.2 Russia Customer Care BPO Market Breakdown, By End User
    - 9.3.5.6 Rest of Europe Customer Care BPO Market, Revenue and Forecast to 2028
      - 9.3.5.6.1 Rest of Europe Customer Care BPO Market Breakdown, By Solution
      - 9.3.5.6.2 Rest of Europe Customer Care BPO Market Breakdown, By End User
- 9.4 Asia Pacific: Customer Care BPO Market
  - 9.4.1 Overview
  - 9.4.2 Asia Pacific Customer Care BPO Market, Revenue and Forecast to 2028 (US\$ Million)

- 9.4.3 Asia Pacific Customer Care BPO Market Breakdown, By Solution
- 9.4.4 Asia Pacific Customer Care BPO Market Breakdown, By End User
- 9.4.5 Asia Pacific Customer Care BPO Market Breakdown, by Country
  - 9.4.5.1 China Customer Care BPO Market, Revenue and Forecast to 2028
    - 9.4.5.1.1 China Customer Care BPO Market Breakdown, By Solution
    - 9.4.5.1.2 China Customer Care BPO Market Breakdown, By End User
  - 9.4.5.2 Japan Customer Care BPO Market, Revenue and Forecast to 2028
    - 9.4.5.2.1 Japan Customer Care BPO Market Breakdown, By Solution
    - 9.4.5.2.2 Japan Customer Care BPO Market Breakdown, By End User
  - 9.4.5.3 South Korea Customer Care BPO Market, Revenue and Forecast to 2028
    - 9.4.5.3.1 South Korea Customer Care BPO Market Breakdown, By Solution
    - 9.4.5.3.2 South Korea Customer Care BPO Market Breakdown, By End User
  - 9.4.5.4 India Customer Care BPO Market, Revenue and Forecast to 2028
    - 9.4.5.4.1 India Customer Care BPO Market Breakdown, By Solution
    - 9.4.5.4.2 India Customer Care BPO Market Breakdown, By End User
  - 9.4.5.5 Australia Customer Care BPO Market, Revenue and Forecast to 2028
    - 9.4.5.5.1 Australia Customer Care BPO Market Breakdown, By Solution
    - 9.4.5.5.2 Australia Customer Care BPO Market Breakdown, By End User
  - 9.4.5.6 Rest of Asia Pacific Customer Care BPO Market, Revenue and Forecast to 2028
    - 9.4.5.6.1 Rest of Asia Pacific Customer Care BPO Market Breakdown, By Solution
    - 9.4.5.6.2 Rest of Asia Pacific Customer Care BPO Market Breakdown, By End User
- 9.5 Middle East & Africa: Customer Care BPO Market
  - 9.5.1 Overview
  - 9.5.2 Middle East & Africa Customer Care BPO Market, Revenue and Forecast to 2028 (US\$ Million)
  - 9.5.3 Middle East & Africa Customer Care BPO Market Breakdown, By Solution
  - 9.5.4 Middle East & Africa Customer Care BPO Market Breakdown, By End User
  - 9.5.5 Middle East & Africa Customer Care BPO Market Breakdown, by Country
    - 9.5.5.1 Saudi Arabia Customer Care BPO Market, Revenue and Forecast to 2028
      - 9.5.5.1.1 Saudi Arabia Customer Care BPO Market Breakdown, By Solution
      - 9.5.5.1.2 Saudi Arabia Customer Care BPO Market Breakdown, By End User
    - 9.5.5.2 UAE Customer Care BPO Market, Revenue and Forecast to 2028
      - 9.5.5.2.1 UAE Customer Care BPO Market Breakdown, By Solution
      - 9.5.5.2.2 UAE Customer Care BPO Market Breakdown, By End User
    - 9.5.5.3 South Africa Customer Care BPO Market, Revenue and Forecast to 2028
      - 9.5.5.3.1 South Africa Customer Care BPO Market Breakdown, By Solution
      - 9.5.5.3.2 South Africa Customer Care BPO Market Breakdown, By End User
    - 9.5.5.4 Rest of Middle East & Africa Customer Care BPO Market, Revenue and



## Forecast to 2028

9.5.5.4.1 Rest of Middle East & Africa Customer Care BPO Market Breakdown, By Solution

9.5.5.4.2 Rest of Middle East & Africa Customer Care BPO Market Breakdown, By End User

9.6 South America: Customer Care BPO Market

9.6.1 Overview

9.6.2 South America Customer Care BPO Market, Revenue and Forecast to 2028 (US\$ Million)

9.6.3 South America Customer Care BPO Market Breakdown, By Solution

9.6.4 South America Customer Care BPO Market Breakdown, By End User

9.6.5 South America Customer Care BPO Market Breakdown, by Country

9.6.5.1 Brazil Customer Care BPO Market, Revenue and Forecast to 2028

9.6.5.1.1 Brazil Customer Care BPO Market Breakdown, By Solution

9.6.5.1.2 Brazil Customer Care BPO Market Breakdown, By End User

9.6.5.2 Argentina Customer Care BPO Market, Revenue and Forecast to 2028

9.6.5.2.1 Argentina Customer Care BPO Market Breakdown, By Solution

9.6.5.2.2 Argentina Customer Care BPO Market Breakdown, By End User

9.6.5.3 Rest of SAM Customer Care BPO Market, Revenue and Forecast to 2028

9.6.5.3.1 Rest of SAM Customer Care BPO Market Breakdown, By Solution

9.6.5.3.2 Rest of SAM Customer Care BPO Market Breakdown, By End User

## **10. IMPACT OF COVID-19 PANDEMIC ON GLOBAL CUSTOMER CARE BPO MARKET**

10.1 Overview

10.2 North America: Impact Assessment of Covid-19 Pandemic

10.3 Europe: Impact Assessment of Covid-19 Pandemic

10.4 Asia Pacific: Impact Assessment of Covid-19 Pandemic

10.5 Middle East & Africa: Impact Assessment of Covid-19 Pandemic

10.6 South America: Impact Assessment of Covid-19 Pandemic

## **11. INDUSTRY LANDSCAPE**

11.1 Overview

11.2 Market Initiative

11.3 Merger and Acquisition

## **12. COMPANY PROFILES**

- 12.1 Comdata SpA
  - 12.1.1 Key Facts
  - 12.1.2 Business Description
  - 12.1.3 Products and Services
  - 12.1.4 Financial Overview
  - 12.1.5 SWOT Analysis
  - 12.1.6 Key Developments
- 12.2 Concentrix Corp
  - 12.2.1 Key Facts
  - 12.2.2 Business Description
  - 12.2.3 Products and Services
  - 12.2.4 Financial Overview
  - 12.2.5 SWOT Analysis
  - 12.2.6 Key Developments
- 12.3 Telus International Cda Inc
  - 12.3.1 Key Facts
  - 12.3.2 Business Description
  - 12.3.3 Products and Services
  - 12.3.4 Financial Overview
  - 12.3.5 SWOT Analysis
  - 12.3.6 Key Developments
- 12.4 Simply Contact International
  - 12.4.1 Key Facts
  - 12.4.2 Business Description
  - 12.4.3 Products and Services
  - 12.4.4 Financial Overview
  - 12.4.5 SWOT Analysis
  - 12.4.6 Key Developments
- 12.5 Foundever Operating Corp
  - 12.5.1 Key Facts
  - 12.5.2 Business Description
  - 12.5.3 Products and Services
  - 12.5.4 Financial Overview
  - 12.5.5 SWOT Analysis
  - 12.5.6 Key Developments
- 12.6 Front Logix Solutions LLC
  - 12.6.1 Key Facts
  - 12.6.2 Business Description

12.6.3 Products and Services

12.6.4 Financial Overview

12.6.5 SWOT Analysis

12.6.6 Key Developments

12.7 TTEC Holdings Inc

12.7.1 Key Facts

12.7.2 Business Description

12.7.3 Products and Services

12.7.4 Financial Overview

12.7.5 SWOT Analysis

12.7.6 Key Developments

12.8 Teleperformance SE

12.8.1 Key Facts

12.8.2 Business Description

12.8.3 Products and Services

12.8.4 Financial Overview

12.8.5 SWOT Analysis

12.8.6 Key Developments

12.9 Webhelp Inc

12.9.1 Key Facts

12.9.2 Business Description

12.9.3 Products and Services

12.9.4 Financial Overview

12.9.5 SWOT Analysis

12.9.6 Key Developments

12.10 Alorica Inc

12.10.1 Key Facts

12.10.2 Business Description

12.10.3 Products and Services

12.10.4 Financial Overview

12.10.5 SWOT Analysis

12.10.6 Key Developments

## **13. APPENDIX**

13.1 About The Insight Partners

13.2 Word Index

## List Of Tables

### LIST OF TABLES

Table 1. Customer Care BPO Market – Revenue and Forecast to 2028 (US\$ Million)

Table 2. North America Customer Care BPO Market, Revenue and Forecast To 2028 – By Solution (US\$ Million)

Table 3. North America Customer Care BPO Market, Revenue and Forecast To 2028 – By End User (US\$ Million)

Table 4. North America Customer Care BPO Market, Revenue and Forecast To 2028 – By Country (US\$ Million)

Table 5. US Customer Care BPO Market, Revenue and Forecast to 2028 – By Solution (US\$ Million)

Table 6. US Customer Care BPO Market, Revenue and Forecast to 2028 – By End User (US\$ Million)

Table 7. Canada Customer Care BPO Market, Revenue and Forecast to 2028 – By Solution (US\$ Million)

Table 8. Canada Customer Care BPO Market, Revenue and Forecast to 2028 – By End User (US\$ Million)

Table 9. Mexico Customer Care BPO Market, Revenue and Forecast to 2028 – By Solution (US\$ Million)

Table 10. Mexico Customer Care BPO Market, Revenue and Forecast to 2028 – By End User (US\$ Million)

Table 11. Europe Customer Care BPO Market, Revenue and Forecast To 2028 – By Solution (US\$ Million)

Table 12. Europe Customer Care BPO Market, Revenue and Forecast To 2028 – By End User (US\$ Million)

Table 13. Europe Customer Care BPO Market, Revenue and Forecast To 2028 – By Country (US\$ Million)

Table 14. Germany Customer Care BPO Market, Revenue and Forecast to 2028 – By Solution (US\$ Million)

Table 15. Germany Customer Care BPO Market, Revenue and Forecast to 2028 – By End User (US\$ Million)

Table 16. UK Customer Care BPO Market, Revenue and Forecast to 2028 – By Solution (US\$ Million)

Table 17. UK Customer Care BPO Market, Revenue and Forecast to 2028 – By End User (US\$ Million)

Table 18. France Customer Care BPO Market, Revenue and Forecast to 2028 – By Solution (US\$ Million)

Table 19. France Customer Care BPO Market, Revenue and Forecast to 2028 – By End User (US\$ Million)

Table 20. Italy Customer Care BPO Market, Revenue and Forecast to 2028 – By Solution (US\$ Million)

Table 21. Italy Customer Care BPO Market, Revenue and Forecast to 2028 – By End User (US\$ Million)

Table 22. Russia Customer Care BPO Market, Revenue and Forecast to 2028 – By Solution (US\$ Million)

Table 23. Russia Customer Care BPO Market, Revenue and Forecast to 2028 – By End User (US\$ Million)

Table 24. Rest of Europe Customer Care BPO Market, Revenue and Forecast to 2028 – By Solution (US\$ Million)

Table 25. Rest of Europe Customer Care BPO Market, Revenue and Forecast to 2028 – By End User (US\$ Million)

Table 26. Asia Pacific Customer Care BPO Market, Revenue and Forecast To 2028 – By Solution (US\$ Million)

Table 27. Asia Pacific Customer Care BPO Market, Revenue and Forecast To 2028 – By End User (US\$ Million)

Table 28. Asia Pacific Customer Care BPO Market, Revenue and Forecast To 2028 – By Country (US\$ Million)

Table 29. China Customer Care BPO Market, Revenue and Forecast to 2028 – By Solution (US\$ Million)

Table 30. China Customer Care BPO Market, Revenue and Forecast to 2028 – By End User (US\$ Million)

Table 31. Japan Customer Care BPO Market, Revenue and Forecast to 2028 – By Solution (US\$ Million)

Table 32. Japan Customer Care BPO Market, Revenue and Forecast to 2028 – By End User (US\$ Million)

Table 33. South Korea Customer Care BPO Market, Revenue and Forecast to 2028 – By Solution (US\$ Million)

Table 34. South Korea Customer Care BPO Market, Revenue and Forecast to 2028 – By End User (US\$ Million)

Table 35. India Customer Care BPO Market, Revenue and Forecast to 2028 – By Solution (US\$ Million)

Table 36. India Customer Care BPO Market, Revenue and Forecast to 2028 – By End User (US\$ Million)

Table 37. Australia Customer Care BPO Market, Revenue and Forecast to 2028 – By Solution (US\$ Million)

Table 38. Australia Customer Care BPO Market, Revenue and Forecast to 2028 – By

End User (US\$ Million)

Table 39. Rest of Asia Pacific Customer Care BPO Market, Revenue and Forecast to 2028 – By Solution (US\$ Million)

Table 40. Rest of Asia Pacific Customer Care BPO Market, Revenue and Forecast to 2028 – By End User (US\$ Million)

Table 41. Middle East & Africa Customer Care BPO Market, Revenue and Forecast To 2028 – By Solution (US\$ Million)

Table 42. Middle East & Africa Customer Care BPO Market, Revenue and Forecast To 2028 – By End User (US\$ Million)

Table 43. Middle East & Africa Customer Care BPO Market, Revenue and Forecast To 2028 – By Country (US\$ Million)

Table 44. Saudi Arabia Customer Care BPO Market, Revenue and Forecast to 2028 – By Solution (US\$ Million)

Table 45. Saudi Arabia Customer Care BPO Market, Revenue and Forecast to 2028 – By End User (US\$ Million)

Table 46. UAE Customer Care BPO Market, Revenue and Forecast to 2028 – By Solution (US\$ Million)

Table 47. UAE Customer Care BPO Market, Revenue and Forecast to 2028 – By End User (US\$ Million)

Table 48. South Africa Customer Care BPO Market, Revenue and Forecast to 2028 – By Solution (US\$ Million)

Table 49. South Africa Customer Care BPO Market, Revenue and Forecast to 2028 – By End User (US\$ Million)

Table 50. Rest of Middle East & Africa Customer Care BPO Market, Revenue and Forecast to 2028 – By Solution (US\$ Million)

Table 51. Rest of Middle East & Africa Customer Care BPO Market, Revenue and Forecast to 2028 – By End User (US\$ Million)

Table 52. South America Customer Care BPO Market, Revenue and Forecast To 2028 – By Solution (US\$ Million)

Table 53. South America Customer Care BPO Market, Revenue and Forecast To 2028 – By End User (US\$ Million)

Table 54. South America Customer Care BPO Market, Revenue and Forecast To 2028 – By Country (US\$ Million)

Table 55. Brazil Customer Care BPO Market, Revenue and Forecast to 2028 – By Solution (US\$ Million)

Table 56. Brazil Customer Care BPO Market, Revenue and Forecast to 2028 – By End User (US\$ Million)

Table 57. Argentina Customer Care BPO Market, Revenue and Forecast to 2028 – By Solution (US\$ Million)

Table 58. Argentina Customer Care BPO Market, Revenue and Forecast to 2028 – By End User (US\$ Million)

Table 59. Rest of SAM Customer Care BPO Market, Revenue and Forecast to 2028 – By Solution (US\$ Million)

Table 60. Rest of SAM Customer Care BPO Market, Revenue and Forecast to 2028 – By End User (US\$ Million)

Table 61. List of Abbreviation

## List Of Figures

### LIST OF FIGURES

- Figure 1. Customer Care BPO Market Segmentation
- Figure 2. Customer Care BPO Market Segmentation – By Geography
- Figure 3. Global Customer Care BPO Market Overview
- Figure 4. Nearshore Outsourcing Segment held the Largest Share of Customer Care BPO Market
- Figure 5. IT and Telecommunication Segment held the Largest Share of Customer Care BPO Market
- Figure 6. North America to Show Great Traction During Forecast Period
- Figure 7. North America: PEST Analysis
- Figure 8. Europe: PEST Analysis
- Figure 9. APAC: PEST Analysis
- Figure 10. MEA: PEST Analysis
- Figure 11. SAM: PEST Analysis
- Figure 12. Expert Opinion
- Figure 13. Customer Care BPO Market Impact Analysis of Drivers and Restraints
- Figure 14. Geographic Overview of Customer Care BPO Market
- Figure 15. Customer Care BPO Market – Revenue and Forecast to 2028 (US\$ Million)
- Figure 16. Customer Care BPO Market Revenue Share, By Solution (2022 and 2028)
- Figure 17. Nearshore Outsourcing: Customer Care BPO Market – Revenue, and Forecast to 2028 (US\$ Million)
- Figure 18. Onshore Outsourcing: Customer Care BPO Market – Revenue, and Forecast to 2028 (US\$ Million)
- Figure 19. Offshore Outsourcing: Customer Care BPO Market – Revenue, and Forecast to 2028 (US\$ Million)
- Figure 20. Customer Care BPO Market Revenue Share, By End User (2022 and 2028)
- Figure 21. IT and Telecommunication: Customer Care BPO Market- Revenue and Forecast to 2028 (US\$ Million)
- Figure 22. BFSI: Customer Care BPO Market- Revenue and Forecast to 2028 (US\$ Million)
- Figure 23. Retail and E-Commerce: Customer Care BPO Market- Revenue and Forecast to 2028 (US\$ Million)
- Figure 24. Manufacturing: Customer Care BPO Market- Revenue and Forecast to 2028 (US\$ Million)
- Figure 25. Transport and Logistics: Customer Care BPO Market- Revenue and Forecast to 2028 (US\$ Million)



Figure 26. Healthcare and Pharmaceutical: Customer Care BPO Market- Revenue and Forecast to 2028 (US\$ Million)

Figure 27. Media and Communication: Customer Care BPO Market- Revenue and Forecast to 2028 (US\$ Million)

Figure 28. Automotive: Customer Care BPO Market- Revenue and Forecast to 2028 (US\$ Million)

Figure 29. Others: Customer Care BPO Market- Revenue and Forecast to 2028 (US\$ Million)

Figure 30. Global Customer Care BPO Market Breakdown, by Region, 2022 & 2028 (%)

Figure 31. North America Customer Care BPO Market, Revenue and Forecast to 2028 (US\$ Million)

Figure 32. North America Customer Care BPO Market Breakdown, By Solution, 2022 & 2028 (%)

Figure 33. North America Customer Care BPO Market Breakdown, By End User, 2022 & 2028 (%)

Figure 34. North America Customer Care BPO Market Breakdown, by Country, 2022 & 2028 (%)

Figure 35. US Customer Care BPO Market, Revenue and Forecast to 2028 (US\$ Million)

Figure 36. Canada Customer Care BPO Market, Revenue and Forecast to 2028 (US\$ Million)

Figure 37. Mexico Customer Care BPO Market, Revenue and Forecast to 2028 (US\$ Million)

Figure 38. Europe Customer Care BPO Market, Revenue and Forecast to 2028 (US\$ Million)

Figure 39. Europe Customer Care BPO Market Breakdown, By Solution, 2022 & 2028 (%)

Figure 40. Europe Customer Care BPO Market Breakdown, By End User, 2022 & 2028 (%)

Figure 41. Europe Customer Care BPO Market Breakdown, by Country, 2022 & 2028 (%)

Figure 42. Germany Customer Care BPO Market, Revenue and Forecast to 2028 (US\$ Million)

Figure 43. UK Customer Care BPO Market, Revenue and Forecast to 2028 (US\$ Million)

Figure 44. France Customer Care BPO Market, Revenue and Forecast to 2028 (US\$ Million)

Figure 45. Italy Customer Care BPO Market, Revenue and Forecast to 2028 (US\$ Million)

Figure 46. Russia Customer Care BPO Market, Revenue and Forecast to 2028 (US\$ Million)

Figure 47. Rest of Europe Customer Care BPO Market, Revenue and Forecast to 2028 (US\$ Million)

Figure 48. Asia Pacific Customer Care BPO Market, Revenue and Forecast to 2028 (US\$ Million)

Figure 49. Asia Pacific Customer Care BPO Market Breakdown, By Solution, 2022 & 2028 (%)

Figure 50. Asia Pacific Customer Care BPO Market Breakdown, By End User, 2022 & 2028 (%)

Figure 51. Asia Pacific Customer Care BPO Market Breakdown, by Country, 2022 & 2028 (%)

Figure 52. China Customer Care BPO Market, Revenue and Forecast to 2028 (US\$ Million)

Figure 53. Japan Customer Care BPO Market, Revenue and Forecast to 2028 (US\$ Million)

Figure 54. South Korea Customer Care BPO Market, Revenue and Forecast to 2028 (US\$ Million)

Figure 55. India Customer Care BPO Market, Revenue and Forecast to 2028 (US\$ Million)

Figure 56. Australia Customer Care BPO Market, Revenue and Forecast to 2028 (US\$ Million)

Figure 57. Rest of Asia Pacific Customer Care BPO Market, Revenue and Forecast to 2028 (US\$ Million)

Figure 58. Middle East & Africa Customer Care BPO Market, Revenue and Forecast to 2028 (US\$ Million)

Figure 59. Middle East & Africa Customer Care BPO Market Breakdown, By Solution, 2022 & 2028 (%)

Figure 60. Middle East & Africa Customer Care BPO Market Breakdown, By End User, 2022 & 2028 (%)

Figure 61. Middle East & Africa Customer Care BPO Market Breakdown, by Country, 2022 & 2028 (%)

Figure 62. Saudi Arabia Customer Care BPO Market, Revenue and Forecast to 2028 (US\$ Million)

Figure 63. UAE Customer Care BPO Market, Revenue and Forecast to 2028 (US\$ Million)

Figure 64. South Africa Customer Care BPO Market, Revenue and Forecast to 2028 (US\$ Million)

Figure 65. Rest of Middle East & Africa Customer Care BPO Market, Revenue and

Forecast to 2028 (US\$ Million)

Figure 66. South America Customer Care BPO Market, Revenue and Forecast to 2028 (US\$ Million)

Figure 67. South America Customer Care BPO Market Breakdown, By Solution, 2022 & 2028 (%)

Figure 68. South America Customer Care BPO Market Breakdown, By End User, 2022 & 2028 (%)

Figure 69. South America Customer Care BPO Market Breakdown, by Country, 2022 & 2028 (%)

Figure 70. Brazil Customer Care BPO Market, Revenue and Forecast to 2028 (US\$ Million)

Figure 71. Argentina Customer Care BPO Market, Revenue and Forecast to 2028 (US\$ Million)

Figure 72. Rest of SAM Customer Care BPO Market, Revenue and Forecast to 2028 (US\$ Million)

Figure 73. Impact of COVID-19 Pandemic in North American Country Markets

Figure 74. Impact of COVID-19 Pandemic in European Country Markets

Figure 75. Impact of COVID-19 Pandemic in APAC Country Markets

Figure 76. Impact of COVID-19 Pandemic in MEA Country Markets

Figure 77. Impact of COVID-19 Pandemic in SAM Country Markets

## I would like to order

Product name: Customer Care BPO Market Forecast to 2028 - COVID-19 Impact and Global Analysis By Solution (Onshore Outsourcing, Offshore Outsourcing, and Nearshore Outsourcing) and End User (BFSI, IT and Telecommunication, Retail and E-Commerce, Manufacturing, Healthcare and Pharmaceutical, Transport and Logistics, Media and Communication, Automotive, and Others)

Product link: <https://marketpublishers.com/r/CD2D05FF2D41EN.html>

Price: US\$ 4,550.00 (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/CD2D05FF2D41EN.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