

# Global and United States Interactive Voice Response In-Depth Research Report 2017-2022

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## Abstracts

The report is based on the market historical data from 2012 to 2016 and forecast the market trend from 2017 to 2022.

This report focuses on the U.S. market and presents volume and value of market share by players, by regions, by product type, by consumers and also changes in prices. As an in-depth report, it covers all details inside analysis and opinions in Interactive Voice Response industry.

### Major Companies

8X8, Inc. (US)

Nuance Communications, Inc. (US)

Convergys Corporation (US)

Avaya Inc. (US)

Cisco Systems, Inc. (US)

AT&T Inc. (US)

West Corporation (US)

Genesys Telecommunication Laboratories, Inc. (US)

Verizon Communications Inc. (US)

IVR Lab (US),

Aspect Software Parent Inc. (US)

24/7 Customer, Inc. (US)

inContact Inc. (US)

NewVoiceMedia (UK)

Five9, Inc. (US)

Quintum (US)

## Key Regions

### North America

United States

California

Texas

New York

Others

Canada

### Latin America

Mexico

Brazil

Argentina

Others

### Europe

Germany

United Kingdom

France

Italy

Spain

Russia

Netherland

Others

#### Asia & Pacific

China

Japan

India

Korea

Australia

Southeast Asia

Indonesia

Thailand

Philippines

Vietnam

Singapore

Malaysia

Others

#### Africa & Middle East

South Africa

Egypt

Turkey

Saudi Arabia

Iran

Others

### Main types of products

Interactive Voice Response Market, by Technology

Speech Based

Touch-tone Based

Interactive Voice Response Market, by Deployment Mode

Cloud

On Premise

Interactive Voice Response Market, by Services

Installation

Training & Education

Maintenance & Support

Interactive Voice Response Market, by Key Consumers

BFSI

Travel and Hospitality

Pharma and Healthcare

Telecommunications

Government and Public Sector

Transportation and Logistics

ITES

Media, Retail, and E-commerce

Education

Others

## Contents

### **CHAPTER ONE GLOBAL INTERACTIVE VOICE RESPONSE MARKET OVERVIEW**

- 1.1 Global Interactive Voice Response Market Sales Volume Revenue and Price 2012-2017
- 1.2 Interactive Voice Response, by Technology 2012-2017
  - 1.2.1 Global Interactive Voice Response Sales Market Share by Technology 2012-2017
  - 1.2.2 Global Interactive Voice Response Revenue Market Share by Technology 2012-2017
  - 1.2.3 Global Interactive Voice Response Price by Technology 2012-2017
  - 1.2.4 Speech Based
  - 1.2.5 Touch-tone Based
- 1.3 Interactive Voice Response, by Deployment Mode 2012-2017
  - 1.3.1 Global Interactive Voice Response Sales Market Share by Deployment Mode 2012-2017
  - 1.3.2 Global Interactive Voice Response Revenue Market Share by Deployment Mode 2012-2017
  - 1.3.3 Global Interactive Voice Response Price by Deployment Mode 2012-2017
  - 1.3.4 Cloud
  - 1.3.5 On Premise
- 1.4 Interactive Voice Response, by Services 2012-2017
  - 1.4.1 Global Interactive Voice Response Sales Market Share by Services 2012-2017
  - 1.4.2 Global Interactive Voice Response Revenue Market Share by Services 2012-2017
  - 1.4.3 Global Interactive Voice Response Price by Services 2012-2017
  - 1.4.4 Installation
  - 1.4.5 Training & Education
  - 1.4.6 Maintenance & Support

### **CHAPTER TWO UNITED STATES INTERACTIVE VOICE RESPONSE MARKET OVERVIEW**

- 2.1 United States Interactive Voice Response Market Sales Volume Revenue and Price 2012-2017
- 2.2 Interactive Voice Response, by Technology 2012-2017
  - 2.2.1 United States Interactive Voice Response Sales Market Share by Technology 2012-2017

2.2.2 United States Interactive Voice Response Revenue Market Share by Technology 2012-2017

2.2.3 United States Interactive Voice Response Price by Technology 2012-2017

2.2.4 Speech Based

2.2.5 Touch-tone Based

2.3 Interactive Voice Response, by Deployment Mode 2012-2017

2.3.1 United States Interactive Voice Response Sales Market Share by Deployment Mode 2012-2017

2.3.2 United States Interactive Voice Response Revenue Market Share by Deployment Mode 2012-2017

2.3.3 United States Interactive Voice Response Price by Deployment Mode 2012-2017

2.3.4 Cloud

2.3.5 On Premise

2.4 Interactive Voice Response, by Services 2012-2017

2.4.1 United States Interactive Voice Response Sales Market Share by Services 2012-2017

2.4.2 United States Interactive Voice Response Revenue Market Share by Services 2012-2017

2.4.3 United States Interactive Voice Response Price by Services 2012-2017

2.4.4 Installation

2.4.5 Training & Education

2.4.6 Maintenance & Support

## **CHAPTER THREE INTERACTIVE VOICE RESPONSE BY REGIONS 2012-2017**

3.1 Global Interactive Voice Response Sales Market Share by Regions 2012-2017

3.2 Global Interactive Voice Response Revenue Market Share by Regions 2012-2017

3.3 Global Interactive Voice Response Price by Regions 2012-2017

3.4 North America

3.4.1 United States

3.4.1.1 California

3.4.1.2 Texas

3.4.1.3 New York

3.4.1.4 Others in United States

3.4.2 Canada

3.5 Latin America

3.5.1 Mexico

3.5.2 Brazil

3.5.3 Argentina

- 3.5.4 Others in Latin America
- 3.6 Europe
  - 3.6.1 Germany
  - 3.6.2 United Kingdom
  - 3.6.3 France
  - 3.6.4 Italy
  - 3.6.5 Spain
  - 3.6.6 Russia
  - 3.6.7 Netherland
  - 3.6.8 Others in Europe
- 3.7 Asia & Pacific
  - 3.7.1 China
  - 3.7.2 Japan
  - 3.7.3 India
  - 3.7.4 Korea
  - 3.7.5 Australia
  - 3.7.6 Southeast Asia
    - 3.7.6.1 Indonesia
    - 3.7.6.2 Thailand
    - 3.7.6.3 Philippines
    - 3.7.6.4 Vietnam
    - 3.7.6.5 Singapore
    - 3.7.6.6 Malaysia
    - 3.7.6.7 Others in Southeast Asia
- 3.8 Africa & Middle East
  - 3.8.1 South Africa
  - 3.8.2 Egypt
  - 3.8.3 Turkey
  - 3.8.4 Saudi Arabia
  - 3.8.5 Iran
  - 3.8.6 Others in Africa & Middle East

## **CHAPTER FOUR GLOBAL INTERACTIVE VOICE RESPONSE BY COMPANIES 2012-2017**

- 4.1 Global Interactive Voice Response Sales Volume Market Share by Companies 2012-2017
- 4.2 Global Interactive Voice Response Revenue Share by Companies 2012-2017
- 4.3 Global Top Companies Interactive Voice Response Key Product Model and Market

Performance

4.4 Global Top Companies Interactive Voice Response Key Target Consumers and Market Performance

## **CHAPTER FIVE UNITED STATES INTERACTIVE VOICE RESPONSE BY COMPANIES 2012-2017**

5.1 United States Interactive Voice Response Sales Volume Market Share by Companies 2012-2017

5.2 United States Interactive Voice Response Revenue Share by Companies 2012-2017

5.3 United States Top Companies Interactive Voice Response Key Product Model and Market Performance

5.4 United States Top Companies Interactive Voice Response Key Target Consumers and Market Performance

## **CHAPTER SIX GLOBAL INTERACTIVE VOICE RESPONSE BY CONSUMER 2012-2017**

6.1 Global Interactive Voice Response Sales Market Share by Consumer 2012-2017

6.2 BFSI

6.3 Travel and Hospitality

6.4 Pharma and Healthcare

6.5 Telecommunications

6.6 Government and Public Sector

6.7 Transportation and Logistics

6.8 ITES

6.9 Media, Retail, and E-commerce

6.10 Education

6.11 Others

6.12 Consuming Habit and Preference

## **CHAPTER SEVEN GLOBAL INTERACTIVE VOICE RESPONSE BY CONSUMER 2012-2017**

7.1 Global Interactive Voice Response Sales Market Share by Consumer 2012-2017

7.2 BFSI

7.3 Travel and Hospitality

7.4 Pharma and Healthcare



- 7.5 Telecommunications
- 7.6 Government and Public Sector
- 7.7 Transportation and Logistics
- 7.8 ITES
- 7.9 Media, Retail, and E-commerce
- 7.10 Education
- 7.11 Others
- 7.12 Consuming Habit and Preference

## **CHAPTER EIGHT TOP COMPANIES PROFILE**

### 8.1 8X8, Inc. (US)

8.1.1 8X8, Inc. (US) Company Details and Competitors

8.1.2 8X8, Inc. (US) Key Interactive Voice Response Models and Performance

8.1.3 8X8, Inc. (US) Interactive Voice Response Business SWOT Analysis and Forecast

8.1.4 8X8, Inc. (US) Interactive Voice Response Sales Volume Revenue Price Cost and Gross Margin

### 8.2 Nuance Communications, Inc. (US)

8.2.1 Nuance Communications, Inc. (US) Company Details and Competitors

8.2.2 Nuance Communications, Inc. (US) Key Interactive Voice Response Models and Performance

8.2.3 Nuance Communications, Inc. (US) Interactive Voice Response Business SWOT Analysis and Forecast

8.2.4 Nuance Communications, Inc. (US) Interactive Voice Response Sales Volume Revenue Price Cost and Gross Margin

### 8.3 Convergys Corporation (US)

8.3.1 Convergys Corporation (US) Company Details and Competitors

8.3.2 Convergys Corporation (US) Key Interactive Voice Response Models and Performance

8.3.3 Convergys Corporation (US) Interactive Voice Response Business SWOT Analysis and Forecast

8.3.4 Convergys Corporation (US) Interactive Voice Response Sales Volume Revenue Price Cost and Gross Margin

### 8.4 Avaya Inc. (US)

8.4.1 Avaya Inc. (US) Company Details and Competitors

8.4.2 Avaya Inc. (US) Key Interactive Voice Response Models and Performance

8.4.3 Avaya Inc. (US) Interactive Voice Response Business SWOT Analysis and Forecast

8.4.4 Avaya Inc. (US) Interactive Voice Response Sales Volume Revenue Price Cost and Gross Margin

8.5 Cisco Systems, Inc. (US)

8.5.1 Cisco Systems, Inc. (US) Company Details and Competitors

8.5.2 Cisco Systems, Inc. (US) Key Interactive Voice Response Models and Performance

8.5.3 Cisco Systems, Inc. (US) Interactive Voice Response Business SWOT Analysis and Forecast

8.5.4 Cisco Systems, Inc. (US) Interactive Voice Response Sales Volume Revenue Price Cost and Gross Margin

8.6 AT&T Inc. (US)

8.6.1 AT&T Inc. (US) Company Details and Competitors

8.6.2 AT&T Inc. (US) Key Interactive Voice Response Models and Performance

8.6.3 AT&T Inc. (US) Interactive Voice Response Business SWOT Analysis and Forecast

8.6.4 AT&T Inc. (US) Interactive Voice Response Sales Volume Revenue Price Cost and Gross Margin

8.7 West Corporation (US)

8.7.1 West Corporation (US) Company Details and Competitors

8.7.2 West Corporation (US) Key Interactive Voice Response Models and Performance

8.7.3 West Corporation (US) Interactive Voice Response Business SWOT Analysis and Forecast

8.7.4 West Corporation (US) Interactive Voice Response Sales Volume Revenue Price Cost and Gross Margin

8.8 Genesys Telecommunication Laboratories, Inc. (US)

8.8.1 Genesys Telecommunication Laboratories, Inc. (US) Company Details and Competitors

8.8.2 Genesys Telecommunication Laboratories, Inc. (US) Key Interactive Voice Response Models and Performance

8.8.3 Genesys Telecommunication Laboratories, Inc. (US) Interactive Voice Response Business SWOT Analysis and Forecast

8.8.4 Genesys Telecommunication Laboratories, Inc. (US) Interactive Voice Response Sales Volume Revenue Price Cost and Gross Margin

8.9 Verizon Communications Inc. (US)

8.9.1 Verizon Communications Inc. (US) Company Details and Competitors

8.9.2 Verizon Communications Inc. (US) Key Interactive Voice Response Models and Performance

8.9.3 Verizon Communications Inc. (US) Interactive Voice Response Business SWOT

## Analysis and Forecast

8.9.4 Verizon Communications Inc. (US) Interactive Voice Response Sales Volume Revenue Price Cost and Gross Margin

8.10 IVR Lab (US),

8.10.1 IVR Lab (US), Company Details and Competitors

8.10.2 IVR Lab (US), Key Interactive Voice Response Models and Performance

8.10.3 IVR Lab (US), Interactive Voice Response Business SWOT Analysis and Forecast

8.10.4 IVR Lab (US), Interactive Voice Response Sales Volume Revenue Price Cost and Gross Margin

8.11 Aspect Software Parent Inc. (US)

8.12 24/7 Customer, Inc. (US)

8.13 inContact Inc. (US)

8.14 NewVoiceMedia (UK)

8.15 Five9, Inc. (US)

8.16 Quintum (US)

## **CHAPTER NINE INDUSTRY CHAIN AND SUPPLY CHAIN**

9.1 Interactive Voice Response Industry Chain Structure

9.1.1 R&D

9.1.2 Raw Materials (Components)

9.1.3 Manufacturing Plants

9.1.4 Regional Trading (Import Export and Local Sales)

9.1.5 Online Sales Channel

9.1.6 Offline Channel

9.1.7 End Users

9.2 Interactive Voice Response Manufacturing

9.2.1 Key Components

9.2.2 Assembly Manufacturing

9.3 Consumer Preference

9.4 Behavioral Habits

9.5 Marketing Environment

## **CHAPTER TEN GLOBAL INTERACTIVE VOICE RESPONSE MARKET SIZE (SALES AND REVENUE) FORECAST (2017-2022)**

10.1 Global Interactive Voice Response Sales (K Units), Revenue (Million USD) Forecast (2017-2022)

10.2 Global Interactive Voice Response Sales (K Units) Forecast by Regions  
(2017-2022)

10.3 Global Interactive Voice Response Sales (K Units) Forecast by Application  
(2017-2022)

10.4 Global Interactive Voice Response Sales (K Units) Forecast by Technology  
(2017-2022)

10.5 Global Interactive Voice Response Sales (K Units) Forecast by Deployment Mode  
(2017-2022)

10.6 Global Interactive Voice Response Sales (K Units) Forecast by Services  
(2017-2022)

## **CHAPTER ELEVEN UNITED STATES INTERACTIVE VOICE RESPONSE MARKET SIZE (SALES AND REVENUE) FORECAST (2017-2022)**

11.1 United States Interactive Voice Response Sales (K Units), Revenue (Million USD)  
Forecast (2017-2022)

11.2 United States Interactive Voice Response Sales (K Units) Forecast by Regions  
(2017-2022)

11.3 United States Interactive Voice Response Sales (K Units) Forecast by Application  
(2017-2022)

11.4 United States Interactive Voice Response Sales (K Units) Forecast by Technology  
(2017-2022)

11.5 United States Interactive Voice Response Sales (K Units) Forecast by Deployment  
Mode (2017-2022)

11.6 United States Interactive Voice Response Sales (K Units) Forecast by Services  
(2017-2022)

## **CHAPTER TWELVE DEVELOPMENT TREND AND RESEARCH CONCLUSION**

12.1 Development Trend

12.2 Research Conclusion

## **CHAPTER THIRTEEN METHODOLOGY AND DATA SOURCE**

13.1 Methodology/Research Approach

13.1.1 Research Programs/Design

13.1.2 Market Size Estimation

13.1.3 Market Breakdown and Data Triangulation

13.2 Data Source

- 13.2.1 Secondary Sources
- 13.2.2 Primary Sources
- 13.3 Disclaimer

## List Of Tables

### LIST OF TABLES AND FIGURES

Table Global Interactive Voice Response Sales Volume (K Units), Revenue (Million USD) and Price (USD/Unit)(2012-2017)

Figure Global Interactive Voice Response Revenue (Million USD) and Growth Rate (2012-2017)

Figure Global Interactive Voice Response Sales Volume (K Units) and Growth Rate (2012-2017)

Table Global Interactive Voice Response Sales (K Units) by Technology (2012-2017)

Table Global Interactive Voice Response Sales Market Share by Technology (2012-2017)

Figure Global Interactive Voice Response Sales Market Share by Technology in 2016

Table Global Interactive Voice Response Revenue (Million USD) by Technology (2012-2017)

Table Global Interactive Voice Response Revenue Market Share by Technology (2012-2017)

Figure Global Interactive Voice Response Revenue Market Share by Technology in 2016

Table Global Interactive Voice Response Price (USD/Unit) by Technology (2012-2017)

Table Top Companies of Speech Based Interactive Voice Response Products List

Figure Global Speech Based Interactive Voice Response Sales (K Units) and Growth Rate (2012-2017)

Table Top Companies of Touch-tone Based Interactive Voice Response Products List

Figure Global Touch-tone Based Interactive Voice Response Sales (K Units) and Growth Rate (2012-2017)

Table Global Interactive Voice Response Sales (K Units) by Deployment Mode (2012-2017)

Table Global Interactive Voice Response Sales Market Share by Deployment Mode (2012-2017)

Figure Global Interactive Voice Response Sales Market Share by Deployment Mode in 2016

Table Global Interactive Voice Response Revenue (Million USD) by Deployment Mode (2012-2017)

Table Global Interactive Voice Response Revenue Market Share by Deployment Mode (2012-2017)

Figure Global Interactive Voice Response Revenue Market Share by Deployment Mode in 2016

Table Global Interactive Voice Response Price (USD/Unit) by Deployment Mode (2012-2017)

Table Top Companies of Cloud Interactive Voice Response Products List

Figure Global Cloud Interactive Voice Response Sales (K Units) and Growth Rate (2012-2017)

Table Top Companies of On Premise Interactive Voice Response Products List

Figure Global On Premise Interactive Voice Response Sales (K Units) and Growth Rate (2012-2017)

Table Global Interactive Voice Response Sales (K Units) by Services (2012-2017)

Table Global Interactive Voice Response Sales Market Share by Services (2012-2017)

Figure Global Interactive Voice Response Sales Market Share by Services in 2016

Table Global Interactive Voice Response Revenue (Million USD) by Services (2012-2017)

Table Global Interactive Voice Response Revenue Market Share by Services (2012-2017)

Figure Global Interactive Voice Response Revenue Market Share by Services in 2016

Table Global Interactive Voice Response Price (USD/Unit) by Services (2012-2017)

Table Top Companies of Installation Interactive Voice Response Products List

Figure Global Installation Interactive Voice Response Sales (K Units) and Growth Rate (2012-2017)

Table Top Companies of Training & Education Interactive Voice Response Products List

Figure Global Training & Education Interactive Voice Response Sales (K Units) and Growth Rate (2012-2017)

Table Top Companies of Maintenance & Support Interactive Voice Response Products List

Figure Global Maintenance & Support Interactive Voice Response Sales (K Units) and Growth Rate (2012-2017)

Figure United States Interactive Voice Response Revenue (Million USD) and Growth Rate (2012-2017)

Figure United States Interactive Voice Response Sales Volume (K Units) and Growth Rate (2012-2017)

Table United States Interactive Voice Response Sales (K Units) by Technology (2012-2017)

Table United States Interactive Voice Response Sales Market Share by Technology (2012-2017)

Figure United States Interactive Voice Response Sales Market Share by Technology in 2016

Table United States Interactive Voice Response Revenue (Million USD) by Technology

(2012-2017)

Table United States Interactive Voice Response Revenue Market Share by Technology

(2012-2017)

Figure United States Interactive Voice Response Revenue Market Share by Technology in 2016

Table United States Interactive Voice Response Price (USD/Unit) by Technology

(2012-2017)

Table Top Companies of Speech Based Interactive Voice Response Products List

Figure United States Speech Based Interactive Voice Response Sales (K Units) and Growth Rate (2012-2017)

Table Top Companies of Touch-tone Based Interactive Voice Response Products List

Figure United States Touch-tone Based Interactive Voice Response Sales (K Units) and Growth Rate (2012-2017)

Table United States Interactive Voice Response Sales (K Units) by Deployment Mode (2012-2017)

Table United States Interactive Voice Response Sales Market Share by Deployment Mode (2012-2017)

Figure United States Interactive Voice Response Sales Market Share by Deployment Mode in 2016

Table United States Interactive Voice Response Revenue (Million USD) by Deployment Mode (2012-2017)

Table United States Interactive Voice Response Revenue Market Share by Deployment Mode (2012-2017)

Figure United States Interactive Voice Response Revenue Market Share by Deployment Mode in 2016

Table United States Interactive Voice Response Price (USD/Unit) by Deployment Mode (2012-2017)

Table Top Companies of Cloud Interactive Voice Response Products List

Figure United States Cloud Interactive Voice Response Sales (K Units) and Growth Rate (2012-2017)

Table Top Companies of On Premise Interactive Voice Response Products List

Figure United States On Premise Interactive Voice Response Sales (K Units) and Growth Rate (2012-2017)

Table United States Interactive Voice Response Sales (K Units) by Services (2012-2017)

Table United States Interactive Voice Response Sales Market Share by Services (2012-2017)

Figure United States Interactive Voice Response Sales Market Share by Services in 2016



Table United States Interactive Voice Response Revenue (Million USD) by Services (2012-2017)

Table United States Interactive Voice Response Revenue Market Share by Services (2012-2017)

Figure United States Interactive Voice Response Revenue Market Share by Services in 2016

Table United States Interactive Voice Response Price (USD/Unit) by Services (2012-2017)

Table Top Companies of Installation Interactive Voice Response Products List

Figure United States Installation Interactive Voice Response Sales (K Units) and Growth Rate (2012-2017)

Table Top Companies of Training & Education Interactive Voice Response Products List

Figure United States Training & Education Interactive Voice Response Sales (K Units) and Growth Rate (2012-2017)

Table Top Companies of Maintenance & Support Interactive Voice Response Products List

Figure United States Maintenance & Support Interactive Voice Response Sales (K Units) and Growth Rate (2012-2017)

Table Global Interactive Voice Response Sales (K Units) by Regions (2012-2017)

Table Global Interactive Voice Response Sales Share by Regions (2012-2017)

Figure Global Interactive Voice Response Sales Market Share by Regions in 2016

Figure Global Interactive Voice Response Sales Market Share by Regions in 2017

Table Global Interactive Voice Response Revenue (Million USD) and Market Share by Regions (2012-2017)

Table Global Interactive Voice Response Revenue Market Share by Regions (2012-2017)

Figure Global Interactive Voice Response Revenue Market Share by Regions in 2016

Figure Global Interactive Voice Response Revenue Market Share by Regions in 2017

Table Global Interactive Voice Response Price (USD/Unit) by Regions (2012-2017)

Table North America Interactive Voice Response Sales (K Units) by Regions (2012-2017)

Table North America Interactive Voice Response Revenue (Million USD) by Regions (2012-2017)

Figure North America Interactive Voice Response Sales (K Units) and Growth Rate (2012-2017)

Table United States Interactive Voice Response Sales (K Units) by Regions (2012-2017)

Table United States Interactive Voice Response Revenue (Million USD) by Regions

(2012-2017)

Figure United States Interactive Voice Response Sales (K Units) and Growth Rate (2012-2017)

Table Latin America Interactive Voice Response Sales (K Units) by Regions (2012-2017)

Table Latin America Interactive Voice Response Revenue (Million USD) by Regions (2012-2017)

Figure Latin America Interactive Voice Response Sales (K Units) and Growth Rate (2012-2017)

Table Europe Interactive Voice Response Sales (K Units) by Regions (2012-2017)

Table Europe Interactive Voice Response Revenue (Million USD) by Regions (2012-2017)

Figure Europe Interactive Voice Response Sales (K Units) and Growth Rate (2012-2017)

Table Asia & Pacific Interactive Voice Response Sales (K Units) by Regions (2012-2017)

Table Asia & Pacific Interactive Voice Response Revenue (Million USD) by Regions (2012-2017)

Figure Asia & Pacific Interactive Voice Response Sales (K Units) and Growth Rate (2012-2017)

Table Africa & Middle East Interactive Voice Response Sales (K Units) by Regions (2012-2017)

Table Africa & Middle East Interactive Voice Response Revenue (Million USD) by Regions (2012-2017)

Figure Africa & Middle East Interactive Voice Response Sales (K Units) and Growth Rate (2012-2017)

Table Global Interactive Voice Response Sales Volume (K Units) by Major Companies (2012-2017)

Table Global Interactive Voice Response Sales Volume Market Share by Major Companies (2012-2017)

Figure Global Interactive Voice Response Sales Volume Market Share by Major Companies 2016

Figure Global Interactive Voice Response Sales Volume Market Share by Major Companies 2017

Table Global Interactive Voice Response Revenue (Million USD) by Major Companies (2012-2017)

Table Global Interactive Voice Response Revenue Market Share by Major Companies (2012-2017)

Figure Global Interactive Voice Response Revenue Market Share by Major Companies

2016

Figure Global Interactive Voice Response Revenue Market Share by Major Companies

2017

Table Global Top Companies Key Product Model and Market Performance

Table Global Top Companies Key Target Consumers and Market Performance

Table United States Interactive Voice Response Sales Volume (K Units) by Top Companies (2012-2017)

Table United States Interactive Voice Response Sales Volume Market Share by Top Companies (2012-2017)

Figure United States Interactive Voice Response Sales Volume Market Share by Top Companies 2016

Figure United States Interactive Voice Response Sales Volume Market Share by Top Companies 2017

Table United States Interactive Voice Response Revenue (Million USD) by Top Companies (2012-2017)

Table United States Interactive Voice Response Revenue Market Share by Top Companies (2012-2017)

Figure United States Interactive Voice Response Revenue Market Share by Top Companies 2016

Figure United States Interactive Voice Response Revenue Market Share by Top Companies 2017

Table United States Top Companies Key Product Model and Market Performance

Table United States Top Companies Key Target Consumers and Market Performance

Table Global Interactive Voice Response Sales (K Units) by Consumer (2012-2017)

Figure Global Interactive Voice Response Sales Market Share by Consumer (2012-2017)

Figure Global Interactive Voice Response Sales Market Share by Consumer in 2016

Figure Global BFSI Interactive Voice Response Sales (K Units) and Growth Rate (2012-2017)

Figure Global Travel and Hospitality Interactive Voice Response Sales (K Units) and Growth Rate (2012-2017)

Figure Global Pharma and Healthcare Interactive Voice Response Sales (K Units) and Growth Rate (2012-2017)

Figure Global Telecommunications Interactive Voice Response Sales (K Units) and Growth Rate (2012-2017)

Figure Global Government and Public Sector Interactive Voice Response Sales (K Units) and Growth Rate (2012-2017)

Figure Global Transportation and Logistics Interactive Voice Response Sales (K Units) and Growth Rate (2012-2017)

Figure Global ITES Interactive Voice Response Sales (K Units) and Growth Rate (2012-2017)

Figure Global Media, Retail, and E-commerce Interactive Voice Response Sales (K Units) and Growth Rate (2012-2017)

Figure Global Education Interactive Voice Response Sales (K Units) and Growth Rate (2012-2017)

Figure Global Others Interactive Voice Response Sales (K Units) and Growth Rate (2012-2017)

Table United States Interactive Voice Response Sales (K Units) by Consumer (2012-2017)

Figure United States Interactive Voice Response Sales Market Share by Consumer (2012-2017)

Figure United States Interactive Voice Response Sales Market Share by Consumer in 2016

Figure United States BFSI Interactive Voice Response Sales (K Units) and Growth Rate (2012-2017)

Figure United States Travel and Hospitality Interactive Voice Response Sales (K Units) and Growth Rate (2012-2017)

Figure United States Pharma and Healthcare Interactive Voice Response Sales (K Units) and Growth Rate (2012-2017)

Figure United States Telecommunications Interactive Voice Response Sales (K Units) and Growth Rate (2012-2017)

Figure United States Government and Public Sector Interactive Voice Response Sales (K Units) and Growth Rate (2012-2017)

Figure United States Transportation and Logistics Interactive Voice Response Sales (K Units) and Growth Rate (2012-2017)

Figure United States ITES Interactive Voice Response Sales (K Units) and Growth Rate (2012-2017)

Figure United States Media, Retail, and E-commerce Interactive Voice Response Sales (K Units) and Growth Rate (2012-2017)

Figure United States Education Interactive Voice Response Sales (K Units) and Growth Rate (2012-2017)

Figure United States Others Interactive Voice Response Sales (K Units) and Growth Rate (2012-2017)

Table 8X8, Inc. (US) Company Details and Competitors

Table 8X8, Inc. (US) Key Interactive Voice Response Models and Performance

Table 8X8, Inc. (US) Interactive Voice Response Business SWOT Analysis and Forecast

Table 8X8, Inc. (US) Interactive Voice Response Output (K Units), Revenue (Million

USD), Price (USD/Unit) and Gross Margin (%)(2012-2017)

Figure 8X8, Inc. (US) Interactive Voice Response Sales (Million Unit) and Growth Rate (%)(2012-2017)

Figure 8X8, Inc. (US) Interactive Voice Response Sales Market Share (%) in Global (2012-2017)

Figure 8X8, Inc. (US) Interactive Voice Response Sales Revenue (Million USD) and Growth Rate (%)(2012-2017)

Figure 8X8, Inc. (US) Interactive Voice Response Revenue Market Share (%) in Global (2012-2017)

Table Nuance Communications, Inc. (US) Company Details and Competitors

Table Nuance Communications, Inc. (US) Key Interactive Voice Response Models and Performance

Table Nuance Communications, Inc. (US) Interactive Voice Response Business SWOT Analysis and Forecast

Table Nuance Communications, Inc. (US) Interactive Voice Response Output (K Units), Revenue (Million USD), Price (USD/Unit) and Gross Margin (%)(2012-2017)

Figure Nuance Communications, Inc. (US) Interactive Voice Response Sales (Million Unit) and Growth Rate (%)(2012-2017)

Figure Nuance Communications, Inc. (US) Interactive Voice Response Sales Market Share (%) in Global (2012-2017)

Figure Nuance Communications, Inc. (US) Interactive Voice Response Sales Revenue (Million USD) and Growth Rate (%)(2012-2017)

Figure Nuance Communications, Inc. (US) Interactive Voice Response Revenue Market Share (%) in Global (2012-2017)

Table Convergys Corporation (US) Company Details and Competitors

Table Convergys Corporation (US) Key Interactive Voice Response Models and Performance

Table Convergys Corporation (US) Interactive Voice Response Business SWOT Analysis and Forecast

Table Convergys Corporation (US) Interactive Voice Response Output (K Units), Revenue (Million USD), Price (USD/Unit) and Gross Margin (%)(2012-2017)

Figure Convergys Corporation (US) Interactive Voice Response Sales (Million Unit) and Growth Rate (%)(2012-2017)

Figure Convergys Corporation (US) Interactive Voice Response Sales Market Share (%) in Global (2012-2017)

Figure Convergys Corporation (US) Interactive Voice Response Sales Revenue (Million USD) and Growth Rate (%)(2012-2017)

Figure Convergys Corporation (US) Interactive Voice Response Revenue Market Share (%) in Global (2012-2017)

Table Avaya Inc. (US) Company Details and Competitors

Table Avaya Inc. (US) Key Interactive Voice Response Models and Performance

Table Avaya Inc. (US) Interactive Voice Response Business SWOT Analysis and Forecast

Table Avaya Inc. (US) Interactive Voice Response Output (K Units), Revenue (Million USD), Price (USD/Unit) and Gross Margin (%) (2012-2017)

Figure Avaya Inc. (US) Interactive Voice Response Sales (Million Unit) and Growth Rate (%) (2012-2017)

Figure Avaya Inc. (US) Interactive Voice Response Sales Market Share (%) in Global (2012-2017)

Figure Avaya Inc. (US) Interactive Voice Response Sales Revenue (Million USD) and Growth Rate (%) (2012-2017)

Figure Avaya Inc. (US) Interactive Voice Response Revenue Market Share (%) in Global (2012-2017)

Table Cisco Systems, Inc. (US) Company Details and Competitors

Table Cisco Systems, Inc. (US) Key Interactive Voice Response Models and Performance

Table Cisco Systems, Inc. (US) Interactive Voice Response Business SWOT Analysis and Forecast

Table Cisco Systems, Inc. (US) Interactive Voice Response Output (K Units), Revenue (Million USD), Price (USD/Unit) and Gross Margin (%) (2012-2017)

Figure Cisco Systems, Inc. (US) Interactive Voice Response Sales (Million Unit) and Growth Rate (%) (2012-2017)

Figure Cisco Systems, Inc. (US) Interactive Voice Response Sales Market Share (%) in Global (2012-2017)

Figure Cisco Systems, Inc. (US) Interactive Voice Response Sales Revenue (Million USD) and Growth Rate (%) (2012-2017)

Figure Cisco Systems, Inc. (US) Interactive Voice Response Revenue Market Share (%) in Global (2012-2017)

Table AT&T Inc. (US) Company Details and Competitors

Table AT&T Inc. (US) Key Interactive Voice Response Models and Performance

Table AT&T Inc. (US) Interactive Voice Response Business SWOT Analysis and Forecast

Table AT&T Inc. (US) Interactive Voice Response Output (K Units), Revenue (Million USD), Price (USD/Unit) and Gross Margin (%) (2012-2017)

Figure AT&T Inc. (US) Interactive Voice Response Sales (Million Unit) and Growth Rate (%) (2012-2017)

Figure AT&T Inc. (US) Interactive Voice Response Sales Market Share (%) in Global (2012-2017)

Figure AT&T Inc. (US) Interactive Voice Response Sales Revenue (Million USD) and Growth Rate (%) (2012-2017)

Figure AT&T Inc. (US) Interactive Voice Response Revenue Market Share (%) in Global (2012-2017)

Table West Corporation (US) Company Details and Competitors

Table West Corporation (US) Key Interactive Voice Response Models and Performance

Table West Corporation (US) Interactive Voice Response Business SWOT Analysis and Forecast

Table West Corporation (US) Interactive Voice Response Output (K Units), Revenue (Million USD), Price (USD/Unit) and Gross Margin (%) (2012-2017)

Figure West Corporation (US) Interactive Voice Response Sales (Million Unit) and Growth Rate (%) (2012-2017)

Figure West Corporation (US) Interactive Voice Response Sales Market Share (%) in Global (2012-2017)

Figure West Corporation (US) Interactive Voice Response Sales Revenue (Million USD) and Growth Rate (%) (2012-2017)

Figure West Corporation (US) Interactive Voice Response Revenue Market Share (%) in Global (2012-2017)

Table Genesys Telecommunication Laboratories, Inc. (US) Company Details and Competitors

Table Genesys Telecommunication Laboratories, Inc. (US) Key Interactive Voice Response Models and Performance

Table Genesys Telecommunication Laboratories, Inc. (US) Interactive Voice Response Business SWOT Analysis and Forecast

Table Genesys Telecommunication Laboratories, Inc. (US) Interactive Voice Response Output (K Units), Revenue (Million USD), Price (USD/Unit) and Gross Margin (%) (2012-2017)

Figure Genesys Telecommunication Laboratories, Inc. (US) Interactive Voice Response Sales (Million Unit) and Growth Rate (%) (2012-2017)

Figure Genesys Telecommunication Laboratories, Inc. (US) Interactive Voice Response Sales Market Share (%) in Global (2012-2017)

Figure Genesys Telecommunication Laboratories, Inc. (US) Interactive Voice Response Sales Revenue (Million USD) and Growth Rate (%) (2012-2017)

Figure Genesys Telecommunication Laboratories, Inc. (US) Interactive Voice Response Revenue Market Share (%) in Global (2012-2017)

Table Verizon Communications Inc. (US) Company Details and Competitors

Table Verizon Communications Inc. (US) Key Interactive Voice Response Models and Performance

Table Verizon Communications Inc. (US) Interactive Voice Response Business SWOT

## Analysis and Forecast

Table Verizon Communications Inc. (US) Interactive Voice Response Output (K Units), Revenue (Million USD), Price (USD/Unit) and Gross Margin (%) (2012-2017)

Figure Verizon Communications Inc. (US) Interactive Voice Response Sales (Million Unit) and Growth Rate (%) (2012-2017)

Figure Verizon Communications Inc. (US) Interactive Voice Response Sales Market Share (%) in Global (2012-2017)

Figure Verizon Communications Inc. (US) Interactive Voice Response Sales Revenue (Million USD) and Growth Rate (%) (2012-2017)

Figure Verizon Communications Inc. (US) Interactive Voice Response Revenue Market Share (%) in Global (2012-2017)

Table IVR Lab (US), Company Details and Competitors

Table IVR Lab (US), Key Interactive Voice Response Models and Performance

Table IVR Lab (US), Interactive Voice Response Business SWOT Analysis and Forecast

Table IVR Lab (US), Interactive Voice Response Output (K Units), Revenue (Million USD), Price (USD/Unit) and Gross Margin (%) (2012-2017)

Figure IVR Lab (US), Interactive Voice Response Sales (Million Unit) and Growth Rate (%) (2012-2017)

Figure IVR Lab (US), Interactive Voice Response Sales Market Share (%) in Global (2012-2017)

Figure IVR Lab (US), Interactive Voice Response Sales Revenue (Million USD) and Growth Rate (%) (2012-2017)

Figure IVR Lab (US), Interactive Voice Response Revenue Market Share (%) in Global (2012-2017)

Table Aspect Software Parent Inc. (US) Company Details and Competitors

Table 24/7 Customer, Inc. (US) Company Details and Competitors

Table inContact Inc. (US) Company Details and Competitors

Table NewVoiceMedia (UK) Company Details and Competitors

Table Five9, Inc. (US) Company Details and Competitors

Table Quintum (US) Company Details and Competitors

Figure Global Interactive Voice Response Sales (K Units) and Growth Rate (%) Forecast (2017-2022)

Figure Global Interactive Voice Response Revenue (Million USD) and Growth Rate Forecast (2017-2022)

Figure Global Interactive Voice Response Price (USD/Unit) Trend Forecast (2017-2022)

Table Global Interactive Voice Response Sales (K Units) Forecast by Regions (2017-2022)

Table Global Interactive Voice Response Sales Volume Share Forecast by Regions



(2017-2022)

Figure Global Interactive Voice Response Sales Volume Share Forecast by Regions

(2017-2022)

Figure Global Interactive Voice Response Sales Volume Share Forecast by Regions in 2022

Table Global Interactive Voice Response Sales (K Units) Forecast by Application

(2017-2022)

Figure Global Interactive Voice Response Sales Volume Market Share Forecast by Application (2017-2022)

Figure Global Interactive Voice Response Sales Volume Market Share Forecast by Application in 2022

Table Global Interactive Voice Response Sales (K Units) Forecast by Technology

(2017-2022)

Figure Global Interactive Voice Response Sales (K Units) Forecast by Technology (2017-2022)

Figure Global Interactive Voice Response Sales Volume Market Share Forecast by Technology in 2022

Table Global Interactive Voice Response Sales (K Units) Forecast by Deployment Mode

(2017-2022)

Figure Global Interactive Voice Response Sales (K Units) Forecast by Deployment Mode (2017-2022)

Figure Global Interactive Voice Response Sales Volume Market Share Forecast by Deployment Mode in 2022

Table Global Interactive Voice Response Sales (K Units) Forecast by Services (2017-2022)

Figure Global Interactive Voice Response Sales (K Units) Forecast by Services (2017-2022)

Figure Global Interactive Voice Response Sales Volume Market Share Forecast by Services in 2022

Figure United States Interactive Voice Response Sales (K Units) and Growth Rate (%) Forecast (2017-2022)

Figure United States Interactive Voice Response Revenue (Million USD) and Growth Rate Forecast (2017-2022)

Figure United States Interactive Voice Response Price (USD/Unit) Trend Forecast (2017-2022)

Table United States Interactive Voice Response Sales (K Units) Forecast by Regions (2017-2022)

Table United States Interactive Voice Response Sales Volume Share Forecast by Regions (2017-2022)

Figure United States Interactive Voice Response Sales Volume Share Forecast by Regions (2017-2022)

Figure United States Interactive Voice Response Sales Volume Share Forecast by Regions in 2022

Table United States Interactive Voice Response Sales (K Units) Forecast by Application (2017-2022)

Figure United States Interactive Voice Response Sales Volume Market Share Forecast by Application (2017-2022)

Figure United States Interactive Voice Response Sales Volume Market Share Forecast by Application in 2022

Table United States Interactive Voice Response Sales (K Units) Forecast by Technology (2017-2022)

Figure United States Interactive Voice Response Sales (K Units) Forecast by Technology (2017-2022)

Figure United States Interactive Voice Response Sales Volume Market Share Forecast by Technology in 2022

Table United States Interactive Voice Response Sales (K Units) Forecast by Deployment Mode (2017-2022)

Figure United States Interactive Voice Response Sales (K Units) Forecast by Deployment Mode (2017-2022)

Figure United States Interactive Voice Response Sales Volume Market Share Forecast by Deployment Mode in 2022

Table United States Interactive Voice Response Sales (K Units) Forecast by Services (2017-2022)

Figure United States Interactive Voice Response Sales (K Units) Forecast by Services (2017-2022)

Figure United States Interactive Voice Response Sales Volume Market Share Forecast by Services in 2022

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