

# 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

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