

2017-2021 Global Interactive Voice Response System (IVR) Market to Rise at 12.63% Magnificent CAGR

The Global IVR Market report covers the market landscape and its growth prospects over the coming years. Industry is set to Grow at Splendid Rate of 12.63% CAGR

DALLAS, TEXAS, UNITED STATES, April 11, 2017 /EINPresswire.com/ -- Interactive voice response (IVR) is an automated telephony system that interacts with callers, collects information, and routes calls to the appropriate recipient. An IVR system (IVRS) receives a voice input and touch-tone keypad selection and provides responses by means of voice, fax, callback, and e-mail.

Technavio's analysts forecast the [Global IVR System Market](#) to grow at a CAGR of 12.63% during the period 2017-2021.

Covered in this report

The report covers the present scenario and the growth prospects of the global IVR system market for 2017-2021. To calculate the market size, the report presents a detailed picture of the market by way of study, synthesis, and summation of data from multiple sources.

The market is divided into the following segments based on geography:

- Americas
- APAC
- BMEA

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Global IVR System Market 2017-2021, has been prepared based on an in-depth market analysis with inputs from industry experts. The report covers the market landscape and its growth prospects over the coming years. The report also includes a discussion of the key vendors operating in this market.

Key vendors

1. Avaya
2. Cisco Systems
3. Convergys
4. Genesys

Other prominent vendors



- Altitude
- Aspect Software
- Diagenix
- Exotel Techcom
- Enghouse Interactive
- InContact
- NEC
- Ozonetel
- Pronexus
- Unify
- Vocalcom
- Zendesk

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Market driver

Exponential increase in contact center data.
For a full, detailed list, view our report

Market challenge

Technological challenge to IVR system.
For a full, detailed list, view our report

Market trend

Rise in use of multi-channel and multi-modal access.
For a full, detailed list, view our report

Key questions answered in this report

1. What will the market size be in 2021 and what will the growth rate be?
2. What are the key market trends?
3. What is driving this market?
4. What are the challenges to market growth?
5. Who are the key vendors in this market space?
6. What are the market opportunities and threats faced by the key vendors?
7. What are the strengths and weaknesses of the key vendors?

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Companies Mentioned:

Avaya, Cisco Systems, Convergys, Genesys, Altitude, Aspect Software, Diagenix, Exotel Techcom, Enghouse Interactive, InContact, NEC, Ozonetel, Pronexus, Unify, Vocalcom, Zendesk.

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