Cloud-Based Contact Centers Market Key Players, Applications, Drivers, Technology, Forecast to 2022

This report covers market characteristics, size and growth, segmentation, regional breakdowns, competitive landscape, market shares, trends and strategies

PUNE, INDIA, September 4, 2017 /EINPresswire.com/ -- This report studies the global Cloud-Based Contact Centers market, analyzes and researches the Cloud-Based Contact Centers development status and forecast in United States, EU, Japan, China, India and Southeast Asia. This report focuses on the top players in global market, like

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8x8, Inc
Five9, Inc
Cisco Systems
Genesys Telecommunications Laboratories
Oracle
Nice-Systems
Newvoicemedia
3clogic
Connect First
Aspect Software
Incontact
Interactive Intelligence Group
Broadsoft
West Corporation
Liveops Cloud
Evolve IP
Mitel Networks
Ozonetel Systems

Market segment by Regions/Countries, this report covers
United States
EU
Japan
China
India
Southeast Asia

Market segment by Type, Cloud-Based Contact Centers can be split into
Automatic Call Distribution (ACD)
Agent Performance Optimization (APO)
Dialers
Interactive Voice Response (IVR)
Computer Telephony Integration (CTI)

Other

Market segment by Application, Cloud-Based Contact Centers can be split into
BFSI
IT and Telecom
Retail
Government and Public Sector
Healthcare and Life Sciences
Manufacturing
Other

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