

Contact Center Outsourcing 2017 APAC Market Expected to Grow at CAGR 11.76 % and Forecast to 2019

The report provides in depth study of "Contact Center Outsourcing" using SWOT analysis i.e. Strength, Weakness, Opportunities and Threat to the organization

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[Contact Center Outsourcing Market Analysis And Forecast](#)

About Contact Center Outsourcing

Contact centers act as a central point in an enterprise from where all customer contacts are managed. They play a prominent role within an enterprise's broad customer management strategies. Currently, contact centers are adopting new technologies to perform multichannel operations. This results in better customer experience and enables customer expectations to be met with advanced level of interaction. Companies are outsourcing their contact center functions to third-party service providers. It helps client firms to increase their operational efficiency, enhance the customer experience, concentrate on their core competencies, reduce time-to-market, obtain access to fresh talent and experience along with latest technologies, and build an organization with an economical cost structure in the long run.

TechNavio's analysts forecast the Contact Center Outsourcing market in the APAC region to grow at a CAGR of 11.76 percent over the period 2014-2019.

Covered in this Report

This report covers the present scenario and the growth prospects of the Contact Center Outsourcing market in the APAC region for the period 2015-2019.

TechNavio's report, the Contact Center Outsourcing Market in APAC Region 2015-2019, has been



prepared based on an in-depth market analysis with inputs from industry experts. It covers the landscape of the Contact Center Outsourcing market in the APAC region and its growth prospects in the future. It provides a detailed discussion of the key vendors operating in this market.

Key Vendors

- HP
- IBM
- Sitel
- Teleperformance

Other Prominent Vendors

- [24]7
- Alorica
- CGS
- Convergys
- Genesys
- Genpact
- HGS
- Infomedia Nusantara
- NTT Solco
- Salmat
- Scicom
- Sykes
- Teletech
- Transcosmos
- VADS
- VXI
- West
- WNS
- Xerox

Key Market Driver

- Growing Need for Cost Reduction
- For a full, detailed list, view our report

Key Market Challenge

- Emergence of Other Contact Center Outsourcing Locations
- For a full, detailed list, view our report

Key Market Trend

- Emerging Interest from SMBs
- For a full, detailed list, view our report

Key Questions Answered in this Report

- What will the market size be in 2018 and what will the growth rate be?
- What are the key market trends?
- What is driving this market?
- What are the challenges to market growth?
- Who are the key vendors in this market space?
- What are the market opportunities and threats faced by the key vendors?
- What are the strengths and weaknesses of the key vendors??

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