



Contact Center Analytics Market - Global Industry Analysis, Size, Share, Growth, Trends and Forecast 2018-2025

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Executive Summary

This report studies the global Contact Center Analytics market, analyzes and researches the Contact Center Analytics 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

Cisco Systems (US)
Genpact(Bermuda)
Verint Systems (US)
8X8 (US)
Genesys (US)
Oracle (US)
Mitel Networks (Canada)
SAP (Germany)
Enghouse Interactive (US)
Five9 (US)
CallMiner (US)
Servion Global Solutions (India)

Market segment by Regions/Countries, this report covers

United States
EU
Japan
China
India
Southeast Asia

Market segment by Type, the product can be split into

On-Premises
Cloud

Market segment by Application, Contact Center Analytics can be split into

Automatic Call Distributor
Log Management
Risk and Compliance Management
Real-time Monitoring and Reporting

Workforce Optimization
Customer Experience Management
Others Applications

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Norah Trent

WiseGuy Research Consultants Pvt. Ltd.

+1 646 845 9349 / +44 208 133 9349

email us here

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