

Global Contact Center Market Present Scenario, Growth Ratio and Forecast 2018-2022

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WiseGuyReports.com Presents "Global Contact Center Market 2018-2022" New Document to its Studies Database

About Contact Center

A contact center acts as a central point in an enterprise from where all contacts are managed. It plays a prominent role in the broad customer management strategies of an enterprise.

Technavio's analysts forecast the global contact center market to grow at a CAGR of 8.54 % during the period 2018-2022.

Covered in this report

The report covers the present scenario and the growth prospects of the global contact center market for 2018-2022. To calculate the market size, the report considers the revenue generated from the sales of contact center solutions.

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

- Americas
- APAC
- EMEA

Technavio's report, Global Contact Center Market 2018-2022, 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

- Aspect
- Cisco Systems
- Genesys

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Market driver

- Rising adoption of cloud-based contact centers
- For a full, detailed list, view our report

Market challenge

- Inability to achieve an ASA
- For a full, detailed list, view our report

Market trend

- Integration of chatbots for better turnaround times
- For a full, detailed list, view our report

Key questions answered in this report

- What will the market size be in 2022 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?

You can request one free hour of our analyst's time when you purchase this market report. Details are provided within the report.

Table Of Contents:

PART 01: EXECUTIVE SUMMARY

PART 02: SCOPE OF THE REPORT

PART 03: RESEARCH METHODOLOGY

PART 04: MARKET LANDSCAPE

- Market ecosystem
- Market characteristics
- Market segmentation analysis

PART 05: MARKET SIZING

- Market definition
- Market sizing 2017
- Market size and forecast 2017-2022

PART 06: FIVE FORCES ANALYSIS

- Bargaining power of buyers
- Bargaining power of suppliers
- Threat of new entrants
- Threat of substitutes
- Threat of rivalry
- Market condition

PART 07: MARKET SEGMENTATION BY TYPE OF INTERACTION

- Segmentation by type of interaction
- Comparison by type of interaction
- Voice-based – Market size and forecast 2017-2022
- Text-based – Market size and forecast 2017-2022
- Social media-based – Market size and forecast 2017-2022
- Market opportunity by type of interaction

PART 08: MARKET SEGMENTATION BY DEPLOYMENT

- Segmentation by deployment
- On-premises
- Cloud-based

PART 09: CUSTOMER LANDSCAPE

PART 10: REGIONAL LANDSCAPE

- Geographical segmentation
- Regional comparison
- Americas – Market size and forecast 2017-2022
- EMEA – Market size and forecast 2017-2022
- APAC – Market size and forecast 2017-2022
- Market opportunity

PART 11: DECISION FRAMEWORK

PART 12: DRIVERS AND CHALLENGES

- Market drivers
- Market challenges

PART 13: MARKET TRENDS

- Integration of chatbots for better turnaround times
- Use of analytics for enhancing the customer experience
- Incorporation of AI for providing customized solutions

PART 14: VENDOR LANDSCAPE

- Overview
- Landscape disruption
- Competitive scenario

PART 15: VENDOR ANALYSIS

- Vendors covered
- Vendor classification
- Market positioning of vendors
- Aspect
- Cisco Systems
- Genesys

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