

Contact Center Market Analysis, Strategies, Segmentation and Forecast to 2019 - 2025

WiseGuyReports.com Presents "Global Contact Center Market Size, Status and Forecast 2019-2025" New Document to its Studies Database

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A [contact center](#) (also referred to as a customer interaction center or e-contact center) is a central point in an enterprise from which all customer contacts are managed. The contact center typically includes one or more online call centers but may include other types of customer contact as well, including e-mail newsletters,

postal mail catalogs, Web site inquiries and chats, and the collection of information from customers during in-store purchasing. A contact center is generally part of an enterprise's overall customer relationship management (CRM).

The market is driven by various end-user industries, such as Telecommunication, BFSI, Government and Public Sector, Healthcare and Life Sciences, Retail and Consumer Goods, etc. As the downstream consumption usually follows with developed and rapid economic growth areas, such as BRICS, the developed areas' company prefers investing to underdevelopment regions these years.

Despite the presence of competition problems, due to the global recovery trend is clear, investors are still optimistic about this area, the future will still have more new investment enter the field. Even so, the market is intensely competitive. The study group recommends the new entrants just having money but without technical advantage and upstream and downstream support do not to enter into this field.

In 2018, the global Contact Center market size was 27700 million US\$ and it is expected to reach 40000 million US\$ by the end of 2025, with a CAGR of 4.7% during 2019-2025.

This report focuses on the global Contact Center status, future forecast, growth opportunity, key market and key players. The study objectives are to present the Contact Center development in United States, Europe and China.

The key players covered in this study

Teleperformance

Alorica

Convergys

Atento S.A

Sykes Enterprises

Arvato

Serco Group

Acticall (Sitel)



WISE GUY
REPORTS

Norah Trent Partner Relations & Marketing Manager

✉ sales@wiseguyreports.com

☎ Ph: +1-646-845-9349 (US) Ph: +44 208 133 9349 (UK)

🌐 <https://www.linkedin.com/company/4828928>

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Market segment by Type, the product can be split into
On-Premise Type
Cloud-based Type

Market segment by Application, split into
Telecommunication
BFSI
Government and Public Sector
Healthcare and Life Sciences
Retail and Consumer Goods
Others

Market segment by Regions/Countries, this report covers
United States
Europe
China
Japan
Southeast Asia
India
Central & South America

The study objectives of this report are:

To analyze global Contact Center status, future forecast, growth opportunity, key market and key players.

To present the Contact Center development in United States, Europe and China.

To strategically profile the key players and comprehensively analyze their development plan and strategies.

To define, describe and forecast the market by product type, market and key regions.

Complete Report Details @ <https://www.wiseguyreports.com/reports/3832486-global-contact-center-market-size-status-and-forecast-2019-2025>

Table Of Contents:

1 Report Overview
1.1 Study Scope
1.2 Key Market Segments
1.3 Players Covered
1.4 Market Analysis by Type

- 1.4.1 Global Contact Center Market Size Growth Rate by Type (2014-2025)
- 1.4.2 On-Premise Type
- 1.4.3 Cloud-based Type
- 1.5 Market by Application
 - 1.5.1 Global Contact Center Market Share by Application (2014-2025)
 - 1.5.2 Telecommunication
 - 1.5.3 BFSI
 - 1.5.4 Government and Public Sector
 - 1.5.5 Healthcare and Life Sciences
 - 1.5.6 Retail and Consumer Goods
 - 1.5.7 Others
- 1.6 Study Objectives
- 1.7 Years Considered

2 Global Growth Trends

- 2.1 Contact Center Market Size
- 2.2 Contact Center Growth Trends by Regions
 - 2.2.1 Contact Center Market Size by Regions (2014-2025)
 - 2.2.2 Contact Center Market Share by Regions (2014-2019)
- 2.3 Industry Trends
 - 2.3.1 Market Top Trends
 - 2.3.2 Market Drivers
 - 2.3.3 Market Opportunities

...

12 International Players Profiles

- 12.1 Teleperformance
 - 12.1.1 Teleperformance Company Details
 - 12.1.2 Company Description and Business Overview
 - 12.1.3 Contact Center Introduction
 - 12.1.4 Teleperformance Revenue in Contact Center Business (2014-2019)
 - 12.1.5 Teleperformance Recent Development
- 12.2 Alorica
 - 12.2.1 Alorica Company Details
 - 12.2.2 Company Description and Business Overview
 - 12.2.3 Contact Center Introduction
 - 12.2.4 Alorica Revenue in Contact Center Business (2014-2019)
 - 12.2.5 Alorica Recent Development
- 12.3 Convergys
 - 12.3.1 Convergys Company Details
 - 12.3.2 Company Description and Business Overview
 - 12.3.3 Contact Center Introduction
 - 12.3.4 Convergys Revenue in Contact Center Business (2014-2019)
 - 12.3.5 Convergys Recent Development
- 12.4 Atento S.A
 - 12.4.1 Atento S.A Company Details
 - 12.4.2 Company Description and Business Overview
 - 12.4.3 Contact Center Introduction
 - 12.4.4 Atento S.A Revenue in Contact Center Business (2014-2019)
 - 12.4.5 Atento S.A Recent Development
- 12.5 Sykes Enterprises
 - 12.5.1 Sykes Enterprises Company Details
 - 12.5.2 Company Description and Business Overview
 - 12.5.3 Contact Center Introduction
 - 12.5.4 Sykes Enterprises Revenue in Contact Center Business (2014-2019)

12.5.5 Sykes Enterprises Recent Development

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CONTACT US:

Norah Trent
WiseGuy Research Consultants Pvt. Ltd.
646 845 9349 / +44 208 133 9349
[email us here](#)

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