

Contact Center-as-a-Service Market Trends, Regional Outlook and Worldwide Demand in 2030 | Emergen Research

Contact Center-as-a-Service Market Size – USD 3.91 Billion in 2021, Market Growth – at a CAGR of 18.0%

VANCOUER, BC, CANADA, June 2, 2022 /EINPresswire.com/ -- The global [CCaaS market size](#) reached USD 3.91 Billion in 2021 and is expected to register a revenue CAGR of 18.0% during the forecast period, according to latest analysis by Emergen Research.

Increasing requirement for improved and seamless end-to-end customer experience is a key factor driving market revenue growth. Rapid adoption of cloud-based contact centers and increasing integration of Application Programming Interface (API) enabling centralization of data for easy access are some of the major factors contributing to the rapid demand for CCaaS solutions. Provision of omnichannel communication and implementation of digital technologies such as

artificial intelligence enables centralization of every customer interaction which provides a competitive edge to enterprises.

“

Increasing requirement for improved and seamless end-to-end customer experience is a key factor driving Contact Center-as-a-Service (CCaaS) market revenue growth”

Emergen Research

Increasing requirement for improved and seamless end-to-end customer experience is a key factor driving Contact Center-as-a-Service (CCaaS) market revenue growth. echnologies such as self-service, chatbots, and automated routing enable companies to serve more customers efficiently and cost-effectively. Integration of email, mobile, social media, and real-time chat with CCaaS solutions into

a unified platform offers proper tracking of information and the journey of the customer thereby allowing seamless interaction. According to research, 68% of customers are annoyed when their call is transferred between departments.



Emergen Research Logo

Report Sample @ <https://www.emergenresearch.com/request-sample/1012>

This comprehensive study provides various aspects of business such as important definition, end use and total revenue generated across various regions. Besides this, researchers behind this study put in vigilant and persistent effort to keep a proximate attention on top performers of Contact Center-as-a-Service Market industry. Import and export, demand and supply, gross margin, supply chain management and distribution channel are the other aspects examined during the research.

Report Sample :

Contact Center-as-a-Service Market Size & Share Estimation and Forecast

Contact Center-as-a-Service Market Intelligence & Market Opportunity Assessment

Competitor Benchmarking

Competitive Landscape Study

Extensive market scope covering all major offerings in the ecosystem

In-depth analysis for all the countries covered in each report

Current and upcoming trends impact analysis

Report Sample :

Automatic call distribution segment accounted for a significantly large revenue share in 2021. Automatic call distribution offers excellent handling of large volumes of inbound calls and easy routing of calls in the least amount of time possible. Features such as call queuing and voicemail improve the efficiency of agents, which are contributing to higher customer satisfaction and better customer experience as well. Moreover, integration with other tools such as IVR makes customer support operations simple and efficient, hence driving demand for automatic call distribution in large and small & medium enterprises.

Large enterprises segment accounted for the largest revenue share in the CCaaS market in 2021. Rising demand for the handling of a large volume of customer databases and maintenance of business operations for efficiency are a few of the key factors contributing to the surge in demand for CCaaS in large enterprises.

No requirement of hardware installation resulting in low maintenance cost and less investment in IT infrastructure is boosting demand for cloud-based CCaaS solutions in both large and small

& medium enterprises. Support across various channels, reduced waiting time and easy access to data are contributing to the rapid adoption of CCaaS in large enterprises as it increases customer satisfaction and customer loyalty.

0000 0000 000000000000? 00000000 0000 000000 0000 00000000 00000000 @ <https://www.emergenresearch.com/industry-report/contact-center-as-a-service-market>

This research allows the business owners/individuals/ stakeholders to collect decisive information about market segmentation based on product category, usage and sale volume across the various geographical regions. Business stakeholders can prepare effective expansion plan by using the statistics on market share, size and the growth rate discussed in the report.

_____:

Alcatel-Lucent Enterprise, Avaya Inc., Cisco Systems, Inc., Enghouse Interactive, Five9, Inc., Genesys, Microsoft, NICE Ltd., SAP, and Atos SE

Segmented the global Contact Center-as-a-Service Market :

00000000 00000000 000 0000000000 000 0000000 00000000 0000000-00-0-00000000 (000000)
0000000 00 000 000000 00 00000000 000000000, 000000000000 00000, 000-000, 000 0000000:

Service Solution Outlook (Revenue, USD Billion; 2019-2030)

Reporting & analytics

Customer collaboration

Automatic call distribution

Multichannel

Computer Telephony Integration (CTI)

Workforce optimization

Interactive Voice Response (IVR)

Others

Enterprise Size Outlook (Revenue, USD Billion; 2019-2030)

Large Enterprises

Small & Medium Enterprises

End-User Outlook (Revenue, USD Billion; 2019-2030)

BFSI

Healthcare

Consumer goods & retail

Government

IT & telecommunications

Travel & hospitality

Others

□□□ □□□ @ <https://www.emergenresearch.com/select-license/1012>

Geographically, this report studies the key regions, focuses on product sales, value, market share and growth opportunity in these regions, covering:

United States

Europe

China

Japan

Southeast Asia

India

□□□□ □□□□□□ □□□□□□□ □□□□□□ □□ □□ □□□□□□□□ □□□□□□□□:

What will the market size and growth rate be in the forecast period?

Which are the recent industry trends that can be implemented to generate additional revenue streams?

What are the significant segments operating in the Contact Center-as-a-Service Market ?

What are projections of the industry considering capacity, production, and production value?

Where will the strategic developments take the industry in the mid to long-term?

How big is the opportunity for the Contact Center-as-a-Service Market ?

How much is the Contact Center-as-a-Service Market worth?

Who are the major players operating in the Contact Center-as-a-Service Market ?

□□□□□□ □□□□ □□□□□□ □□□□ □□□□□□ □□□□□□□□:

Phototherapy Devices Market

<https://www.google.dz/url?q=https://www.emergenresearch.com/industry-report/phototherapy-devices-market>

Gene Editing Market

<https://www.google.dz/url?q=https://www.emergenresearch.com/industry-report/gene-editing->

[market](#)

Single Cell Sequencing Market

<https://www.google.dz/url?q=https://www.emergenresearch.com/industry-report/single-cell-sequencing-market>

Synthetic Blood Substitutes Market

<https://www.google.dz/url?q=https://www.emergenresearch.com/industry-report/synthetic-blood-substitutes-market>

Peritoneal Dialysis Market

<https://www.google.dz/url?q=https://www.emergenresearch.com/industry-report/rehabilitation-robotics-market>

Rehabilitation Robotics Market

<https://www.google.dz/url?q=https://www.emergenresearch.com/industry-report/alopecia-market>

□□□□ □□:

At Emergen Research, we believe in advancing with technology. We are a growing market research and strategy consulting company with an exhaustive knowledge base of cutting-edge and potentially market-disrupting technologies that are predicted to become more prevalent in the coming decade.

Eric Lee

Emergen Research

+91 90210 91709

sales@emergenresearch.com

Visit us on social media:

[Facebook](#)

[Twitter](#)

[LinkedIn](#)

This press release can be viewed online at: <https://www.einpresswire.com/article/575017860>

EIN Presswire's priority is source transparency. We do not allow opaque clients, and our editors try to be careful about weeding out false and misleading content. As a user, if you see something we have missed, please do bring it to our attention. Your help is welcome. EIN Presswire, Everyone's Internet News Presswire™, tries to define some of the boundaries that are reasonable

in today's world. Please see our Editorial Guidelines for more information.

© 1995-2022 Newsmatics Inc. All Right Reserved.