

Customer Experience Outsourcing Services Market Reach USD 205.1 Billion by 2032 at 11.1% CAGR Globally

WILMINGTON, DE, UNITED STATES, August 28, 2025 /EINPresswire.com/ -- According to the report published by Allied Market Research, [Customer Experience Outsourcing Services Market Reach USD 205.1 Billion by 2032 at 11.1% CAGR Globally](#). The report provides an extensive analysis of changing market dynamics, major segments, value chain, competitive scenario, and regional landscape. This research offers valuable able guidance to leading players, investors, shareholders, and startups in devising strategies for sustainable growth and gaining a competitive edge in the market.

The global customer experience outsourcing services market size was valued at \$79.4 billion in 2023, and is projected to reach \$205.1 billion by 2032, growing at a CAGR of 11.1% from 2024 to 2032.

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The global customer experience outsourcing services market has grown due to several factors such as the growing popularity of automated customer services among businesses, and growth in digital transformation. However, the lack of skilled experts in some regions and unawareness of technology act as restraints for the customer experience outsourcing services market. In addition, an increase in spending on IT infrastructure in some of the developing countries will provide many opportunities for the market's development during the forecast period.

The customer experience outsourcing services market size is segmented into service type, support channel, end-user, and region. On the basis of service type, the market is divided into inbound and outbound. On the basis of support channel, the market is bifurcated into voice and non-voice. On the basis of end-user, the market is bifurcated into automotive, BFSI, healthcare, manufacturing, media & entertainment, IT & telecommunications, education, retail & e-commerce, travel & hospitality, and others. Region-wise, the market is analyzed across North America, Europe, Asia-Pacific, Latin America and Middle East and Africa.

The major players operating in the customer experience outsourcing services market share include Teleperformance SA, Acquire BPO, Concentrix, Datacom, PROBE Group, Serco, Sitel, Startek, Stellar Global Solutions and SYKES.

If you have any questions, Please feel free to contact our analyst at:

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By region, North America held the highest market share in terms of revenue in 2023 and is expected to boost in terms of revenue throughout the forecast period. The market for outsourcing services in North America is expanding as a result of the escalating technical breakthroughs and digital transformations occurring across several business verticals, including telecommunications, IT, retail, and finance.

By service type, the outbound segment held the highest market share in 2023, as outbound services allow companies to analyze new markets, locations, and client segments so that companies can identify and connect with potential customers through focused outreach programs.

By support channel, the voice segment held the highest market share in 2023. As the voice segment focuses on addressing complex questions and providing technical help, and specialized services that require real-time interaction and professional intervention.

By end user, the IT and telecom segment held the highest market share in 2023. Various IT & telecommunications companies are shifting to subscription-based customer service models. Customer experience BPO services aid in the management of the complexities of client satisfaction recognition, customer support, and technical helpdesk.

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Key Takeaways

□ The customer experience outsourcing services industry study covers 20 countries. The research includes a segment analysis of each country in terms of value (\$Billion) for the projected period 2024-2032.

□ More than 1,500 product literatures, industry releases, annual reports, and other such documents of major customer experience outsourcing services industry participants along with authentic industry journals, trade associations' releases, and government websites have been reviewed for generating high-value industry insights.

□ The study integrated high-quality data, professional opinions and analysis, and critical independent perspectives. The research approach is intended to provide a balanced view of global markets and assist stakeholders in making educated decisions to achieve their most ambitious growth objectives.

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Lastly this report provides market intelligence most comprehensively. The report structure has been kept such that it offers maximum business value. It provides critical insights into the market dynamics and will enable strategic decision-making for the existing market players as well as those willing to enter the market.

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Pawan Kumar, the CEO of Allied Market Research, is leading the organization toward providing high-quality data and insights. We are in professional corporate relations with various companies. This helps us dig out market data that helps us generate accurate research data tables and confirm utmost accuracy in our market forecasting. Every data company in the domain is concerned. Our secondary data procurement methodology includes deep presented in the reports published by us is extracted through primary interviews with top officials from leading online and offline research and discussion with knowledgeable professionals and analysts in the industry.

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