



# Global Cloud-Based Contact Centre Market Analysis, Growth, Demand Future Forecast 2029

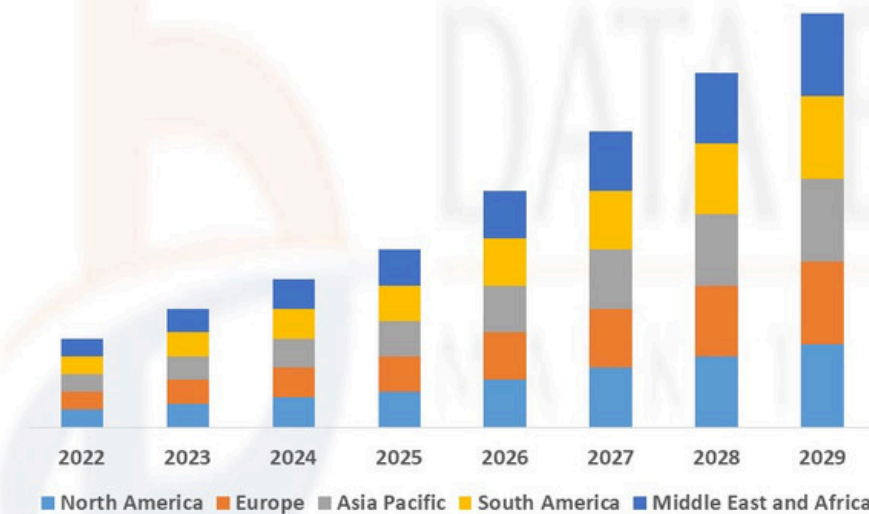
Global [Cloud-Based Contact Centre Market](#) was valued at USD 13.90 billion in 2021 and is expected to reach USD 86.13 billion by 2029, registering a CAGR of 25.60% during the forecast period of 2022-2029.

Global Cloud-Based Contact Centre Market study has market attractiveness analysis, wherein each segment is benchmarked based on its market size, growth rate, and general attractiveness. The report is based on the market type, organization size, availability on-premises and the end-users' organization type, and the availability in areas such as North America, South America, Europe, Asia-Pacific and Middle East & Africa. It divulges the nature of demand for the firm's product to know if the demand for the product is constant or seasonal. The info covered lends a hand to businesses know how patents, licensing agreements and other legal restrictions affect the manufacture and sale of the firm's products.

The winning Global Cloud-Based Contact Centre Market report gives CAGR value fluctuation during the forecast period of 2022-2029 for the market. Important industry trends, market size, market share estimates are analysed and mentioned in the report. This industry report helps the firm in exploring new uses and new markets for its existing products and thereby, increasing the demand for its products. This market document provides an in-depth overview of product specification, technology, product type and production analysis considering major factors such as revenue, cost, and gross margin. Global Cloud-Based Contact Centre Market research report is comprehensive and opens a door of international market for the products.

Global Cloud-based Contact Centre Market is Expected to Account for USD 86.13 Billion by 2029

Global Cloud-based Contact Centre Market, By Regions, 2022 to 2029



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Source: Data Bridge Market Research Market Analysis Study 2022



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## Global Cloud-Based Contact Centre Market Scope and Market Size

The cloud-based contact centre market is segmented on the basis of component, application, organization size, deployment model, and vertical. The growth amongst these segments will help you analyze meagre growth segments in the industries and provide the users with a valuable market overview and market insights to help them make strategic decisions for identifying core market applications.

### Component

- Solutions
- Omni channel Routing
- Workforce Engagement Management
- Reporting and Analytics
- Customer Engagement Management
- Other Solutions
- Services
- Professional Services
- Training and Consulting
- System integration and Implementations
- Support and Maintenance
- Managed Services

## **Application**

- Call Routing and Queuing
- Data Integration and Recording
- Chat Quality and Monitoring
- Real-Time Decision-Making
- Workforce Optimization (WFO)

## **Organization Size**

- Small and Medium-Sized Enterprises (SMEs)
- Large Enterprises

## **Deployment Model**

- Public Cloud
- Private Cloud
- Hybrid Cloud

## **Vertical**

- Banking, Financial Services, and Insurance (BFSI)
- Consumer Goods and Retail
- Government and Public Sector
- Healthcare and Life Sciences
- Manufacturing, Media and Entertainment
- Telecommunication and Information Technology Enabled Services (ITES)
- Others

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## **Market Analysis and Insights: Global Cloud-Based Contact Centre Market**

- A cloud-based contact centre solution unifies many channels of communication into a single platform, enabling agents to communicate with clients by phone, email, or instant message while keeping a consistent record. It provides workforce management tools for agents and supervisors to properly manage their time. As a result, it has a wide range of

uses in the global banking, financial services and insurance (BFSI), consumer products, retail, government, public, healthcare, manufacturing, communications, and information technology (IT) industries.

- As per the State of Customer Experience 2018 reports, 39 percent of contact centres in the United Kingdom have moved to the cloud, and 57 percent of those have made plans to do so within the next three years. On-premise call centres are gradually being replaced with cloud-based call centres. Also, the modern call centres offer various services, including communication as a service, access to social media, smartphone use, video enabling, virtual contact centres, and advanced analytics. Consequently, such factors are anticipated to offer significant revenue over the forecast period.
- This cloud-based contact centre market report provides details of new recent developments, trade regulations, import-export analysis, production analysis, value chain optimization, market share, impact of domestic and localized market players, analyses opportunities in terms of emerging revenue pockets, changes in market regulations, strategic market growth analysis, market size, category market growths, application niches and dominance, product approvals, product launches, geographic expansions, technological innovations in the market.

## **Global Cloud-Based Contact Centre Market Country Level Analysis**

- The countries covered in the cloud-based contact centre market report are U.S., Canada and Mexico in North America, Germany, France, U.K., Netherlands, Switzerland, Belgium, Russia, Italy, Spain, Turkey, Rest of Europe in Europe, China, Japan, India, South Korea, Singapore, Malaysia, Australia, Thailand, Indonesia, Philippines, Rest of Asia-Pacific (APAC) in the Asia-Pacific (APAC), Saudi Arabia, U.A.E, Israel, Egypt, South Africa, Rest of Middle East and Africa (MEA) as a part of Middle East and Africa (MEA), Brazil, Argentina and Rest of South America as part of South America.
- North America dominates the cloud-based contact centre market because of the rising internet penetration within the region from 2022 to 2029. Moreover, the shift to cloud-based services from remote infrastructure is further estimated to accelerate the expansion over the forecast period.

## **Global Cloud-Based Contact Centre Market Share Analysis**

The cloud-based contact centre market competitive landscape provides details by competitor. Details included are company overview, company financials, revenue generated, market

potential, investment in research and development, new market initiatives, global presence, production sites and facilities, production capacities, company strengths and weaknesses, product launch, product width and breadth, application dominance. The above data points provided are only related to the companies' focus related to cloud-based contact centre market.

## **Key player Global Cloud-Based Contact Centre Market**

- NICE (Israel)
- Genesys (U.S.)
- Five9, Inc. (U.S.)
- Vonage (U.S.)
- Talkdesk (U.S.)
- 8x8, Inc. (U.S.)
- Cisco Systems Inc., (U.S.)
- Avaya Inc., (U.S.)
- Serenova (U.S.)
- Content Guru (U.S.)
- Alvaria (U.S.)
- RingCentral Inc., (U.S.)
- Enghouse Interactive (U.S.)
- 3CLogic (U.S.)
- Ameyo (India)
- Twilio Inc., (U.S.)
- Vocalcom (France)
- Evolve IP, LLC (U.S.)
- Pypestream Inc (U.S.)

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- Chapter Two: Market Segmentation
- Chapter Three: Market Overview
- Chapter Four: Executive Summary

- Chapter Five: Premium Insights
- Chapter Six: Global Cloud-Based Contact Centre Market Share by Product & Procedure type

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