Audio Communication Monitoring Market by Solution & Service (Reporting & Analytics, Call Recording Software & Quality Analysis, Audio Loudness, Metering & Monitoring Solution, Professional Service, Support & Maintenance) - Global Forecast to 2020

Description: Audio communication monitoring spots and analyzes spoken words which bring structure to interactions and reveal the information provided by agents to clients and customers. This technology is used to extract important business intelligence data to relate it to the strategy and in making strategic decisions for the company. Audio communication monitoring assists the organizations in analyzing and monitoring the content of communication more efficiently. It also enables the organizations to provide better user experience, further enhancing the overall productivity of the enterprises.

At present, audio communication monitoring solutions, in the form of voice biometric solutions, media monitoring, alarm surveillance monitoring, and global system for mobile communications monitoring, has enabled the enterprises to continuously monetize the audio content and track the caller to gain valuable insights, further enhancing and improving the relationship between the agent and the customer. The main purpose of implementing the audio communication monitoring solution is to optimize business productivity, enhance the quality of information being provided, and strictly adhere to the risk and compliance requirements.

NICE Systems, Cisco Systems, IBM Corporation, Nectar Services Corporation, Nexidia, Inc., Nuance Communications, Behavox Ltd., Fonetic Solutions, NUGEN Audio, and Intelligent Voice are the active vendors in the audio communication monitoring market. The report provides global market trends, overall adoption scenario, competitive landscape, key drivers, restraints, opportunities, and challenges in the market. The report aims at estimating the current market size and the future growth potential of this market across different verticals and regions.

By Solution and Service:

This market has been segmented on the basis of solutions and services into reporting and analytics, call recording software and quality analysis, audio loudness, metering and monitoring solutions, professional services, and support and maintenance services.

By Application:

This market has been segmented on the basis of applications into law enforcement agencies, commercial and sensitive areas, sales and internal communication monitoring, employee/agent monitoring, and multichannel monitoring/broadcast monitoring.

By Organization Size:

The market has been segmented on the basis of organization sizes into Small and Medium-Sized Businesses (SMBs) and large enterprises.

By Vertical:

This market has been segmented on the basis of verticals into BFSI, outsourcing, government, healthcare, media and entertainment, telecommunication and IT, transportation and logistics, and others.

By Region:

This market has been segmented on the basis of regions into North America, Europe, Asia-Pacific (APAC), and Rest of World (RoW).
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