Cloud Based Contact Center Market by Solution, & by Application, by Vertical, by Region - Global Forecast to 2020

Description: The report defines cloud-based contact center as a deployment model that allows businesses and organizations to host their contact centers in the third-party's data center. The provider owns the call center technology and provides the services in a monthly subscription model.

Cloud-based contact center solutions are a set of solutions that streamlines the process of providing modernized, up-to-date services to customers and personalizing the services to meet their preferences and demands in addition to providing the advantages of cost, reliability, security, and flexibility.

The report aims at estimating the market size and future growth potential of this market across segments, such as solutions, services, deployment model, applications, verticals, and regions. Furthermore, the report also includes an in-depth competitive analysis of the key players in the cloud-based contact center market, their company profiles, SWOT analysis, recent developments, and key market strategies.

The global cloud-based contact center market has been segmented by components, solutions, services, deployment models, applications, verticals and regions. The market by components is divided into solutions and services. The solutions are segmented into ACD, APO, dialers, multi-channel solutions, IVR, CTI, analytics and reporting and mobile care solutions, while services are segmented into professional services, system integrators and managed services.

The market by applications is segmented into call routing and queuing, data integration and recording, chat quality monitoring and real-time decision making. The regions covered in the report are North America, Europe, Asia Pacific, Middle East and Africa, and Latin America.

The global cloud-based contact center market is expected to grow from USD 4.68 Billion in 2015 to USD 14.71 Billion by 2020, at a Compound Annual Growth Rate (CAGR) of 25.7%.

Scope of the Report

The research report categorizes the cloud-based contact center market to forecast the revenues and analyzes the trends in each of the following sub-markets:

On the basis of Types:
- The market is segmented into solutions and services.

On the basis of Solutions:
- The market is segmented into ACD, APO, dialers, multi-channel solutions, IVR, CTI, analytics and reporting and mobile care solutions.

On the basis of Services:
- The market is segmented into professional services, system integrators and managed services.

On the basis of Deployment models:
- The market is segmented into public cloud, hybrid cloud, and private cloud.

On the basis of Applications:
- The market is segmented into call routing and queuing, data integration and recording, chat quality monitoring and real-time decision making.

On the basis of Verticals:
- The market is segmented into BFSI, consumer goods and retail, government, healthcare, media and entertainment, travel and hospitality, telecommunications and IT, transportation and logistics, and others.

On the basis of Regions:
- The market is segmented into North America, Europe, Asia Pacific, Middle East and Africa, and Latin
Contents:
1 Introduction
   1.1 Objectives Of The Study
   1.2 Market Definition
   1.3 Market Scope
      1.3.1 Markets Covered
      1.3.2 Years Considered For The Study
   1.4 Currency
   1.5 Limitations
   1.6 Stakeholders

2 Research Methodology
   2.1 Research Data
      2.1.1 Secondary Data
         2.1.1.1 Key Data From Secondary Sources
      2.1.2 Primary Data
         2.1.2.1 Key Data From Primary Sources
         2.1.2.2 Key Industry Insights
         2.1.2.3 Breakdown Of Primary Interviews
      2.2 Market Size Estimation
         2.2.1 Bottom-Up Approach
         2.2.2 Top-Down Approach
      2.3 Market Breakdown And Data Triangulation
      2.4 Research Assumptions

3 Executive Summary

4 Premium Insights
   4.1 Attractive Market Opportunities In The Cloud-Based Contact Center Market
   4.2 Cloud-Based Contact Center Market, By Type
   4.3 Cloud-Based Contact Center Global Market, By Verticals & Regions
   4.4 Lifecycle Analysis, By Region (2015)
   4.5 Best Market To Invest
   4.6 Region Wise Adoption Scenario

5 Market Overview
   5.1 Introduction
   5.2 Market Evolution
   5.3 Market Segmentation
      5.3.1 By Solution
      5.3.2 By Service
      5.3.3 By Deployment Model
      5.3.4 By Application
      5.3.5 By Vertical
      5.3.6 By Region
   5.4 Market Dynamics
      5.4.1 Drivers
         5.4.1.1 Minimal Capital Expenses
         5.4.1.2 Enhanced Business Agility
         5.4.1.3 Faster Deployment
         5.4.1.4 Acceptance Of Home-Based Work
      5.4.2 Restraints
         5.4.2.1 High Initial Investment
         5.4.2.2 Risk Of Information Loss
      5.4.3 Opportunities
         5.4.3.1 Move To Omni-Channel Experience
         5.4.3.2 Improved Customer Experience
      5.4.4 Challenges
         5.4.4.1 Security Issues
         5.4.4.2 Maintaining Integration Levels
      5.4.5 Regulatory Implications
5.5 Innovation Spotlight

6 Industry Trends
6.1 Introduction
6.2 Value Chain Analysis
6.3 Strategic Benchmarking
6.3.1 Strategic Benchmarking: Product Development And Enhancement By Key Players From 2013 To 2015
6.3.2 Strategic Benchmarking: Mergers, Acquisitions, And Strategic Agreements By Emerging/Innovative Vendors From 2013 To 2015
6.4 Data Traffic Trends In Global Cloud-Based Contact Center Market
6.5 Porter'S Five Forces Analysis
6.5.1 Threat Of New Entrants
6.5.2 Threat Of Substitutes
6.5.3 Bargaining Power Of Suppliers
6.5.4 Bargaining Power Of Buyers
6.5.5 Intensity Of Competitive Rivalry

7 Cloud-Based Contact Center Market Analysis, By Type
7.1 Introduction
7.2 Cloud-Based Contact Center Market: By Solution
7.2.1 Automatic Call Distribution (Acd)
7.2.2 Agent Performance Optimization (Apo)
7.2.3 Dialers
7.2.4 Interactive Voice Response (Ivr)
7.2.5 Computer Telephony Integration (Cti)
7.2.6 Analytics And Reporting
7.2.7 Omni-Channel Solutions
7.3 Cloud-Based Contact Center Market: By Service
7.3.1 Professional Services
7.3.2 System Integrator
7.3.3 Managed Services

8 Cloud-Based Contact Center Market Analysis, By Deployment Model
8.1 Introduction
8.2 Public Cloud
8.3 Hybrid Cloud
8.4 Private Cloud

9 Cloud-Based Contact Center Market Analysis, By Application
9.1 Introduction
9.2 Call Routing And Queuing
9.3 Data Integration And Recording
9.4 Chat Quality Monitoring
9.5 Real-Time Decision Making
9.6 Workforce Optimization

10 Cloud-Based Contact Center Market Analysis, By Vertical
10.1 Introduction
10.2 BFSI
10.3 Consumer Goods & Retail
10.4 Government
10.5 Healthcare
10.6 Media & Entertainment
10.7 Travel & Hospitality
10.8 Telecommunications & IT
10.9 Transportation & Logistics
10.10 Others

11 Geographic Analysis
11.1 Introduction
11.2 North America
11.3 Europe
11.4 Asia-Pacific (APAC)
11.5 Middle East And Africa
11.6 Latin America

12 Competitive Landscape
12.1 Overview
12.2 Competitive Situation & Trends
12.2.1 New Product Launches And Enhancements
12.2.2 Partnerships And Collaborations
12.2.3 Mergers And Acquisitions
12.2.4 Integrations And Expansions
12.3 End-User Analysis
12.3.1 High Adoption Y Large Enterprises
12.3.2 Demand For Cloud-Based Contact Center Across Verticals
12.3.2.1 BFSI
12.3.2.2 Telecommunication And IT
12.4 Contact Center Data Traffic
12.5 Product Portfolio Comparison

13 Company Profiles (Business Overview, Products & Services, Key Insights, Recent Developments, Swot Analysis, Mnm View)*
13.2 Interactive Intelligence Group, Inc.
13.3 Cisco Systems, Inc.
13.4 Five9, Inc.
13.5 Genesys Telecommunications Laboratories, Inc.
13.6 Oracle Corporation
13.7 8X8, Inc.
13.8 Incontat, Inc.
13.9 3CLogic, Inc.
13.10 Connect First, Inc.
13.11 Aspect Software
13.12 Key Innovators
13.12.1 Mitel Networks Corporation
13.12.2 Liveops Social
*Details On Business Overview, Products & Services, Key Insights, Recent Developments, SWOT Analysis, Mnm View Might Not Be Captured In Case Of Unlisted Companies.

14 Appendix
14.1 Insights From Industry Experts
14.2 Discussion Guide
14.3 Introduction Rt: Real-Time Market Intelligence
14.4 Available Customizations
14.5 Related Reports

List of Tables
Table 1 Cloud Based Contact Center Market Size and Growth, 2013-2020 (USD Million, Y-O-Y %)
Table 2 Innovation Spotlight: Latest Technology Innovations
Table 3 Market Size, By Type, 2013-2020 (USD Million)
Table 4 Market Size, By Solution, 2013-2020 (USD Million)
Table 5 Automatic Call Distribution: Market Size, By Region, 2013-2020 (USD Million)
Table 6 Agent Performance Optimization: Cloud-Based Contact Center Market Size, By Region, 2013-2020 (USD Million)
Table 7 Dialers: Market Size, By Region, 2013-2020 (USD Million)
Table 8 Interactive Voice Response: Market Size, By Region, 2013-2020 (USD Million)
Table 9 Customer Telephony Integration Solutions: Market Size, By Region, 2013-2020 (USD Million)
Table 10 Analytics and Reporting: Market Size, By Region, 2013-2020 (USD Million)
Table 11 Omni-Channel Solutions: Market Size, By Region, 2013-2020 (USD Million)
Table 12 Cloud Based Contact Center Market, By Service, 2013-2020 (USD Million)
Table 13 Professional Services: Market Size, By Region, 2013-2020 (USD Million)
Table 14 System Integrator Services: Market Size, By Region, 2013-2020 (USD Million)
Table 15 Managed Services: Market Size, By Region, 2013-2020 (USD Million)
Table 16 Market Size, By Deployment Model, 2013-2020 (USD Million)
Table 17 Public Cloud: Market Size, By Region, 2013-2020 (USD Million)
Table 18 Hybrid Cloud: Market Size, By Region, 2013-2020 (USD Million)
Table 19 Private Cloud: Market Size, By Region, 2013-2020 (USD Million)
Table 20 Market Size, By Application, 2013-2020 (USD Million)
Table 21 Call Routing and Queuing: Market Size, By Region, 2013-2020 (USD Million)
Table 22 Data Integration and Recording: Market Size, By Region, 2013-2020 (USD Million)
Table 23 Chat Quality Monitoring: Market Size, By Region, 2013-2020 (USD Million)
Table 24 Real-Time Decision Making: Market Size, By Region, 2013-2020 (USD Million)
Table 25 Workforce Optimization: Market Size, By Region, 2013-2020 (USD Million)
Table 26 Cloud Based Contact Center Market Size, By Vertical, 2013-2020 (USD Million)
Table 27 BFSI: Market Size, By Region, 2013-2020 (USD Million)
Table 28 Consumer Goods & Retail: Market Size, By Region, 2013-2020 (USD Million)
Table 29 Government: Market Size By Region, 2013-2020 (USD Million)
Table 30 Healthcare: Market Size By Region, 2013-2020 (USD Million)
Table 31 Media & Entertainment: Market Size, By Region, 2013-2020 (USD Million)
Table 32 Travel & Hospitality: Market Size, By Region, 2013-2020 (USD Million)
Table 33 Telecommunications & IT: Market Size, By Region, 2013-2020 (USD Million)
Table 34 Transportation & Logistics: Market Size, By Region, 2013-2020 (USD Million)
Table 35 Others: Market Size, By Region, 2013-2020 (USD Million)
Table 36 Global Cloud Based Contact Center Market Size, 2013-2020 (USD Million)
Table 37 North America: Market Size, By Component, 2013-2020 (USD Million)
Table 38 North America: Market Size, By Solution, 2013-2020 (USD Million)
Table 39 North America: Market Size, By Service, 2013-2020 (USD Million)
Table 40 North America: Market Size, By Deployment Model, 2013-2020 (USD Million)
Table 41 North America: Market Size, By Application, 2013-2020 (USD Million)
Table 42 North America: Market Size, By Vertical, 2013-2020 (USD Million)
Table 43 Europe: Market Size, By Component, 2013-2020 (USD Million)
Table 44 Europe: Market Size, By Solution, 2013-2020 (USD Million)
Table 45 Europe: Market Size, By Service, 2013-2020 (USD Million)
Table 46 Europe: Market Size, By Deployment Model, 2013-2020 (USD Million)
Table 47 Europe: Market Size, By Application, 2013-2020 (USD Million)
Table 48 Europe: Market Size, By Vertical, 2013-2020 (USD Million)
Table 49 Asia-Pacific: Market Size, By Component, 2013-2020 (USD Million)
Table 50 Asia-Pacific: Market Size, By Solution, 2013-2020 (USD Million)
Table 51 Asia-Pacific: Market Size, By Service, 2013-2020 (USD Million)
Table 52 Asia-Pacific: Market Size, By Deployment Model, 2013-2020 (USD Million)
Table 53 Asia-Pacific: Market Size, By Application, 2013-2020 (USD Million)
Table 54 Asia-Pacific: Market Size, By Vertical, 2013-2020 (USD Million)
Table 55 Middle East and Africa: Market Size, By Component, 2013-2020 (USD Million)
Table 56 Middle East and Africa: Market Size, By Solution, 2013-2020 (USD Million)
Table 57 Middle East and Africa: Market Size, By Service, 2013-2020 (USD Million)
Table 58 Middle East and Africa: Market Size, By Deployment Model, 2013-2020 (USD Million)
Table 59 Middle East and Africa: Market Size, By Application, 2013-2020 (USD Million)
Table 60 Middle East and Africa: Market Size, By Vertical, 2013-2020 (USD Million)
Table 61 Latin America: Market Size, By Component, 2013-2020 (USD Million)
Table 62 Latin America: Market Size, By Solution, 2013-2020 (USD Million)
Table 63 Latin America: Market Size, By Service, 2013-2020 (USD Million)
Table 64 Latin America: Market Size, By Deployment Model, 2013-2020 (USD Million)
Table 65 Latin America: Market Size, By Application, 2013-2020 (USD Million)
Table 66 Latin America: Market Size, By Vertical, 2013-2020 (USD Million)
Table 67 New Product Launches and Enhancements, 2011–2015
Table 68 Partnerships and Collaborations, 2011–2015
Table 69 Mergers and Acquisitions, 2011–2015
Table 70 Integrations and Expansions, 2011–2015

List of Figures
Figure 1 Cloud Based Contact Center: Research Design
Figure 2 Breakdown of Primary Interviews: By Company Type, Designation, and Region
Figure 3 Market Size Estimation Methodology: Bottom-Up Approach
Figure 4 Market Size Estimation Methodology: Top-Down Approach
Figure 5 Data Triangulation
Figure 6 Services are Estimated to Grow at the Highest CAGR During the Forecast Period
Figure 7 Omni-Channel Solutions are Expected to Grow at the Highest CAGR During the Forecast Period
Figure 8 Managed Services Estimated to Grow at the Highest CAGR During the Forecast Period
Figure 9 Hybrid Cloud Deployment to Grow at the Highest CAGR During the Forecast Period
Figure 10 BFSI to Grow at the Highest CAGR From 2015 to 2020
Figure 11 North America is Estimated to Hold the Largest Share of the Cloud Based Contact Center Market in 2015
Figure 12 Demand for Better Customer Experience is Expected to Propel the Market During the Forecast Period
Figure 13 Services to Dominate the Component Segment of Market During the Forecast Period
Figure 14 BFSI Estimated to Dominate the Market in 2015
Figure 15 Latin America is Expected to Grow Rapidly in the Coming Years
Figure 16 Best Market to Invest, By Region
Figure 17 Regional On-Demand Adoption Scenario, 2015
Figure 18 Evolution of the Market
Figure 19 Cloud Based Contact Center Market, By Solution
Figure 20 Market By Service
Figure 21 Market By Deployment Model
Figure 22 Market By Application
Figure 23 Market By Vertical
Figure 24 Market By Region
Figure 25 Market: Drivers, Restraints, Opportunities, and Challenges
Figure 26 Value Chain
Figure 27 Strategic Benchmarking: Product Development and Product Enhancement By Top Vendors
Figure 28 Strategic Benchmarking: Mergers, Acquisitions, and Strategic Agreements
Figure 29 Porter's Five Forces Analysis
Figure 30 Cloud Based Contact Center Market By Type: Services are Expected to Grow at A Higher Rate During the Forecast Period
Figure 31 Omni-Channel Solutions Solution is Expected to Have the Highest CAGR By 2020
Figure 32 Managed Services Segment is Expected to Grow at the Highest CAGR During the Forecast Period
Figure 33 Hybrid Cloud is Expected to Have the Highest Adoption Rate During the Forecast Period
Figure 34 Hybrid Cloud is Projected to Grow at the Highest CAGR During the Forecast Period
Figure 35 Call Routing and Queuing is Expected to Grow at the Highest CAGR During the Forecast Period
Figure 36 BFSI Vertical is Expected to Exhibit the Highest Growth Rate During the Forecast Period
Figure 37 Latin America is Projected to Exhibit the Highest Growth in the Market During the Forecast Period
Figure 38 Geographic Snapshot: North America Estimated to Account for the Largest Share in the Market During the Forecast Period
Figure 39 Latin America is the Fastest Growing Region in the Cloud Based Contact Center Market During the Forecast Period
Figure 40 North America Market Snapshot: Large Enterprises are Expected to Have the Largest Market Size in 2015
Figure 41 Asia-Pacific Market Snapshot: Asia-Pacific is Expected to Be One of the Fastest-Growing Regions in 2015
Figure 42 Companies Adopted New Product Launch & Enhancement as the Key Growth Strategy in the Past Three Years
Figure 43 Market Evaluation Framework
Figure 44 Battle for Market Share: Product Launch and Enhancement Was the Key Strategy
Figure 45 Contact Based Contact Center : Portfolio Comparison
Figure 46 Region-Wise Revenue Mix of the Top 5 Market Players
Figure 47 Interactive Intelligence Group, Inc.: Company Snapshot
Figure 48 Interactive Intelligence Group, Inc.: SWOT Analysis
Figure 49 Cisco Systems, Inc.: Company Snapshot
Figure 50 Cisco Systems: SWOT Analysis
Figure 51 Five9, Inc.: Company Snapshot
Figure 52 Five9, Inc.: SWOT Analysis
Figure 53 Genesys Telecommunication Laboratories, Inc.: SWOT Analysis
Figure 54 Oracle Corporation: Company Snapshot
Figure 55 Oracle Corporation: SWOT Analysis
Figure 56 8X8, Inc.: Company Snapshot
Figure 57 Incontact, Inc.: Company Snapshot
Figure 58 Mitel Networks Corporation: Company Snapshot

Order by Fax - using the form below

Order by Post - print the order form below and send to

Research and Markets,
Guinness Centre,
Taylors Lane,
Dublin 8,
Ireland.
Fax Order Form
To place an order via fax simply print this form, fill in the information below and fax the completed form to 646-607-1907 (from USA) or +353-1-481-1716 (from Rest of World). If you have any questions please visit http://www.researchandmarkets.com/contact/

Order Information
Please verify that the product information is correct and select the format(s) you require.

Product Name: Cloud Based Contact Center Market by Solution, & by Application, by Vertical, by Region - Global Forecast to 2020
Web Address: http://www.researchandmarkets.com/reports/3498640/
Office Code: SCBR54NL

Product Formats
Please select the product formats and quantity you require:

- Electronic (PDF) - Single User: USD 7150
- Electronic (PDF) - 1 - 5 Users: USD 8500
- Electronic (PDF) - Site License: USD 9650
- Electronic (PDF) - Enterprisewide: USD 11000

Contact Information
Please enter all the information below in BLOCK CAPITALS

Title: Mr ☐ Mrs ☐ Dr ☐ Miss ☐ Ms ☐ Prof ☐
First Name: ___________________________ Last Name: ___________________________
Email Address: * ___________________________
Job Title: ___________________________
Organisation: ___________________________
Address: ___________________________
City: ___________________________
Postal / Zip Code: ___________________________
Country: ___________________________
Phone Number: ___________________________
Fax Number: ___________________________

* Please refrain from using free email accounts when ordering (e.g. Yahoo, Hotmail, AOL)
Payment Information

Please indicate the payment method you would like to use by selecting the appropriate box.

☐ Pay by credit card: You will receive an email with a link to a secure webpage to enter your credit card details.

☐ Pay by check: Please post the check, accompanied by this form, to:
Research and Markets,
Guinness Center,
Taylors Lane,
Dublin 8,
Ireland.

☐ Pay by wire transfer: Please transfer funds to:

<table>
<thead>
<tr>
<th>Account number</th>
<th>833 130 83</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sort code</td>
<td>98-53-30</td>
</tr>
<tr>
<td>Swift code</td>
<td>ULSBIE2D</td>
</tr>
<tr>
<td>IBAN number</td>
<td>IE78ULSB985330833313083</td>
</tr>
<tr>
<td>Bank Address</td>
<td>Ulster Bank, 27-35 Main Street, Blackrock, Co. Dublin, Ireland</td>
</tr>
</tbody>
</table>

If you have a Marketing Code please enter it below:

Marketing Code: _______________________________

Please note that by ordering from Research and Markets you are agreeing to our Terms and Conditions at http://www.researchandmarkets.com/info/terms.asp

Please fax this form to:
(646) 607-1907 or (646) 964-609 - From USA
+353-1-481-1716 or +353-1-653-1571 - From Rest of World