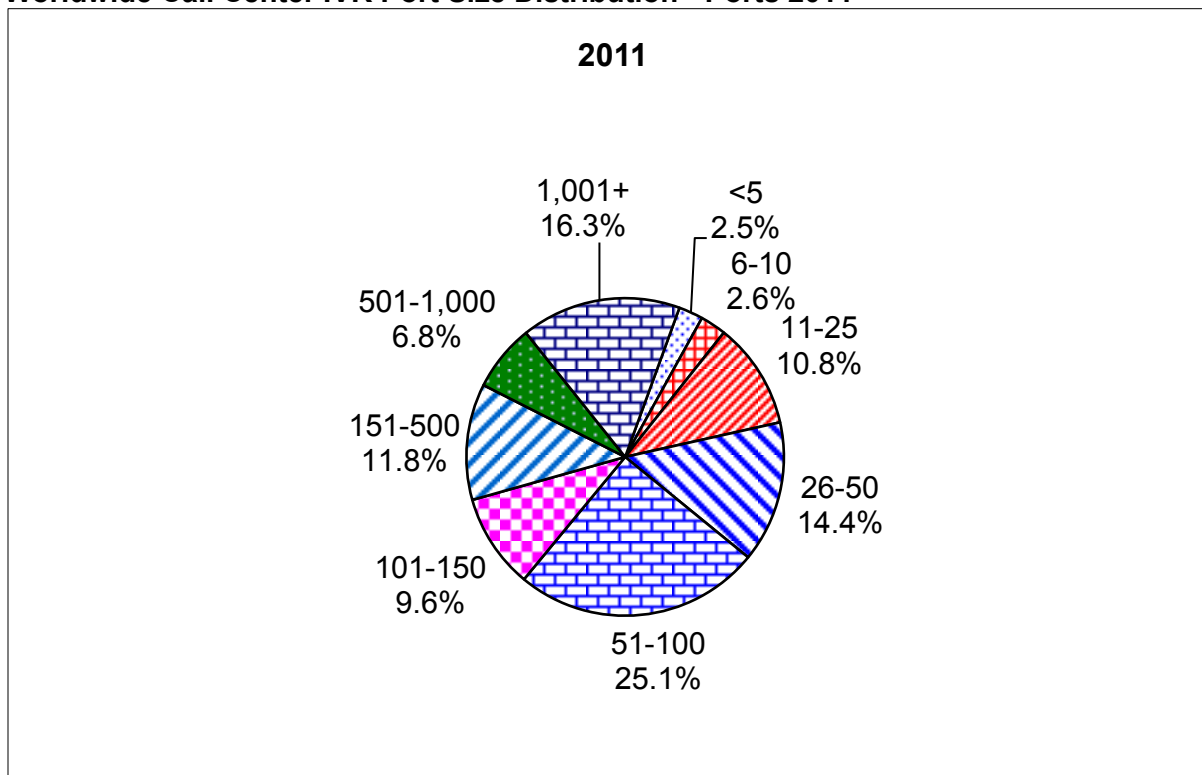


## Call Center, Markets, Products & Suppliers: 2009-2016

**Call Center Markets, Products & Suppliers - 2012** analyzes the market from 2009 through 2016, providing separate data and forecasts for the two major market segments – **Inbound** and **Outbound**. The report breaks down these market segments to provide concise, detailed market data from a number of key perspectives:

- o Call center size distribution 2011,
- o Call center by automation level, 2011,
- o Call Center Operating Structure, 2009-2016,
- o Call center Call Minutes by vertical market segment,
- o system shipments and installed base,
- o Call-Minutes by vertical segment & application,
- o Call-Minutes by inbound vs outbound,
- o vertical industry (financial services, healthcare, utilities, etc.)
- o DTMF vs Speech, Call Center size distribution,
- o IVR by Call Center size distribution,

### Worldwide Call Center IVR Port Size Distribution - Ports 2011



A complete TOC is available if requested.

If you have additional questions, or would like to purchase a copy of this market study, **please contact Walt Tetschner at 978-266-1966 or [tetschner@aol.com](mailto:tetschner@aol.com)**

