

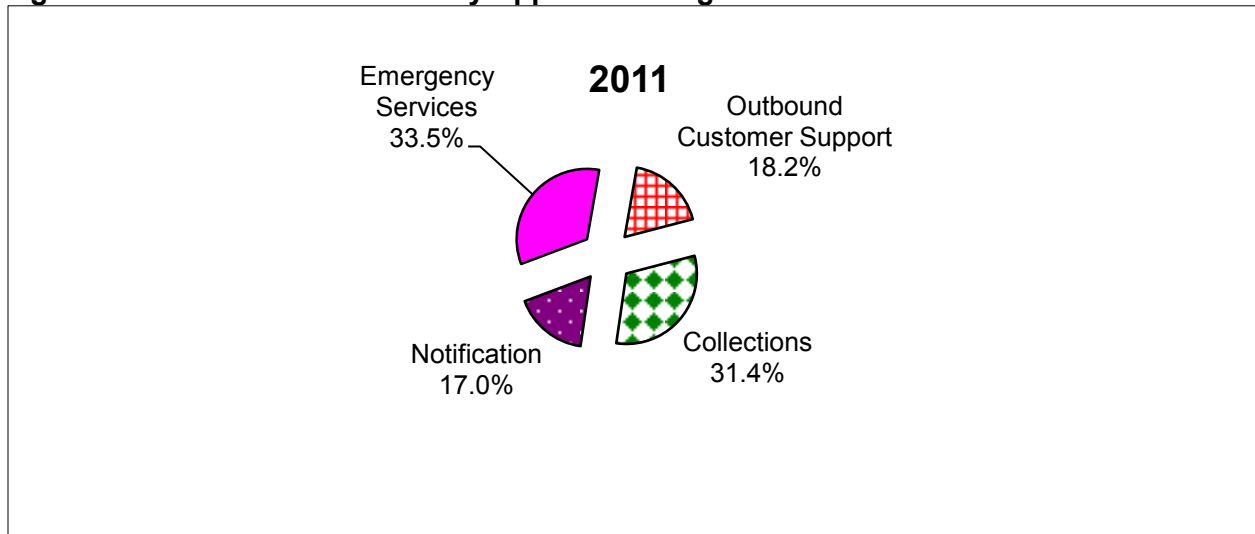
## Outbound Contact, Markets, Products & Suppliers: 2009-2016

**Outbound Contact: Markets, Products & Suppliers 2012** analyzes the market from 2009 through 2016, providing separate data and forecasts for the two major market segments – **Predictive Dialing** and the **Automatic Dial & Message Play (ADMP)**. The report breaks down these market segments to provide concise, detailed market data from a number of key perspectives:

- o Hosted vs CPE,
- o end-user revenue,
- o port shipments and installed base,
- o system shipments and installed base,
- o call-minutes by vertical segment & application,
- o CSR shipments and installed base,
- o vertical industry (financial services, healthcare, utilities, etc.)
- o application (collections, emergency notification, customer care, etc.)
- o geographic penetration,
- o distribution channel,
- o type (expansion, greenfield or replacement)
- o telephone network (VoIP vs PSTN)
- o M&A history
- o patent ownership.

A breakdown of the value chain is presented for the period 2009 through 2016.

**Figure 3.2a Total AMD Revenue by Application Segment 2011**



A complete TOC is available if requested.

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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)**