

Analytics, Surveillance & WFM/Optimization, Markets, Products & Suppliers – 2014

Analytics, Surveillance & WFM/Optimization: Markets, Products & Suppliers 2014, the most comprehensive analysis available on the voice/data recording, monitoring and analysis industry, analyzes the worldwide market from 2011 through 2018, providing current data and forecasts for the two major market segments - **Enterprise Call Center** and the **Public Environment**.

The report breaks down these market segments to provide concise, detailed market data from a number of key perspectives:

- The **Enterprise Call Center**: The report sizes the market for both full-time call logging and recording, used for Transaction Verification/Confirmation; and call monitoring, used for Quality Assurance and Quality Monitoring. For each subsegment, market data is provided with a variety of metrics, including:
 - o end-user revenue,
 - o port shipments,
 - o system shipments,
 - o customer service representatives (CSRs),
 - o vertical industry,
 - o application,
 - o geographic penetration,
 - o distribution channel,
 - o type (expansion, greenfield or replacement)
 - o installed base (ports, systems and CSRs), including saturation and penetration, and
 - o telephone network (VoIP vs PSTN).
 - o suite vs point product shipments

The Work Force Management (WFM) segment of the enterprise call center is presented for the period 2011-2018. Revenue, system shipments, CSR seat licenses are shown. The WFM/optimization market is also analyzed by vertical industry segment and geographic region

Vendor market share based on systems shipped and CSR shipments in each subsegment are presented through 2013. Data is also provided for revenue per port, revenue per system, revenue per CSR, and ports per system. A breakdown of the Enterprise Call Center value chain is presented for the period 2011 through 2018. In addition, segments within the Enterprise Call Center, such as **Speech Analytics** and **Third Party Verification** are presented and analyzed.

- The **Public Environment** portion of the recording industry is broken down into major segments, including: **Lawful Intercept; Air Traffic Control (ATC); Military; Public Safety; Incarceration Monitoring** and **Public Event Recording**. Each of the Public Environment sub-segments is broken down by end-user revenue; system shipments and port shipments. A breakdown of the Public Environment value chain is presented for the period 2011 through 2018

Analytics, Surveillance & WFM: Markets, Products & Suppliers 2014 is the most comprehensive report that is commercially available for voice/data recording in both the call center and public environment market segments. We offer a money-back guarantee that this is so.

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**