

Customer Experience Outsourcing Services Market to Reach \$205.1 Billion by 2032 at a CAGR of 11.1%

WILMINGTON, NEW CASTLE, DE, UNITED STATES, December 19, 2024 /EINPresswire.com/ -- Allied Market Research published a report, titled, "[Customer Experience Outsourcing Services Market](#) by Service Type (Inbound and Outbound), Support Channel (Voice and Non-Voice), and End-User (Automotive, BFSI, Healthcare, Manufacturing, Media & Entertainment, IT & Telecommunications, Education, Retail & E-commerce, Travel & Hospitality and Others): Global Opportunity Analysis and Industry Forecast, 2024-2032". According to the report, The global [customer experience outsourcing services market size](#) was valued at \$79.4 billion in 2023, and is projected to reach \$205.1 billion by 2032, growing at a CAGR of 11.1% from 2024 to 2032.

□□□ □□□□□□□□ □□□□□□ □□□□□□ □□□□□□ : <https://www.alliedmarketresearch.com/request-sample/A12271>

□□□□□ □□□□□□□□□□□□□□ □□ □□□□□□□

The global customer experience outsourcing services market has grown due to several factors such as the growing popularity of automated customer services among businesses, and growth in digital transformation. However, the lack of skilled experts in some regions and unawareness of technology act as restraints for the customer experience outsourcing services market. In addition, an increase in spending on IT infrastructure in some of the developing countries will provide many opportunities for the market's development during the forecast period.

□□□ □□□□□□□□ □□□□□□□□□□□□ □□□□□□ □□□□□□ □□□□ □□ □□□□□□ □□□□□□ □□□□□ □□ □□□□

By service type, the outbound segment held the highest market share in 2023, as outbound services allow companies to analyze new markets, locations, and client segments so that companies can identify and connect with potential customers through focused outreach programs.

□□□ □□□□□ □□□□□□□□ □□□□ □□□ □□□□□□□ □□□□□□ □□□□□ □□ □□□□

By support channel, the voice segment held the highest market share in 2023. As the voice segment focuses on addressing complex questions and providing technical help, and specialized services that require real-time interaction and professional intervention.

Global IT & Telecom Segment Held the Highest Market Share in 2023

By end user, the IT and telecom segment held the highest market share in 2023. Various IT & telecommunications companies are shifting to subscription-based customer service models. Customer experience BPO services aid in the management of the complexities of client satisfaction recognition, customer support, and technical helpdesk.

For more information, visit <https://www.alliedmarketresearch.com/customer-experience-outsourcing-services-market/purchase-options>

North America Held the Highest Market Share in Terms of Revenue in 2023

By region, North America held the highest market share in terms of revenue in 2023 and is expected to boost in terms of revenue throughout the forecast period. The market for outsourcing services in North America is expanding as a result of the escalating technical breakthroughs and digital transformations occurring across several business verticals, including telecommunications, IT, retail, and finance.

Key Players in the Global Customer Experience Outsourcing Services Market :

- Teleperformance SA
- Acquire BPO
- Concentrix
- Datacom
- PROBE Group
- Serco
- Sitel
- Startek
- Stellar Global Solutions
- SYKES

The report provides a detailed analysis of these key players in the global customer experience outsourcing services market. These players have adopted different strategies such as new product launches, collaborations, expansion, joint ventures, agreements, and others to increase their market share and maintain dominant shares in different regions. The report is valuable in highlighting business performance, operating segments, product portfolio, and strategic moves of market players to highlight the competitive scenario.

For more information, visit <https://www.alliedmarketresearch.com/purchase-enquiry/A12271>

For more information, visit <https://www.alliedmarketresearch.com/purchase-enquiry/A12271>

In May 2024, Startek launched Startek Generative AI, a comprehensive suite of Generative AI solutions designed to expedite and enhance business processes, ensuring greater efficiency and effectiveness.

In April 2024, Tech Mahindra partnered with Atento, to deliver end-to-end business transformation solutions and services that leverage generative AI-powered technologies, as well as customer experience (CX) consulting for customers in the U.S., Europe, the Middle East, and Africa, and Latin American regions.

□□□□ □□□□ □□□□□□□□ :

Data Center Construction Market

<https://www.alliedmarketresearch.com/data-center-construction-market-A37899>

Blockchain Technology Market

<https://www.alliedmarketresearch.com/blockchain-technology-market-A150232>

Digital Experience Platform (DXP) Market

<https://www.alliedmarketresearch.com/digital-experience-platform-dxp-market-A111409>

Performance Appraisal Software Market

<https://www.alliedmarketresearch.com/performance-appraisal-software-market-A323723>

EdTech Market

<https://www.alliedmarketresearch.com/edtech-market-A323685>

Cloud-based Disaster Recovery Market

<https://www.alliedmarketresearch.com/cloud-based-disaster-recovery-market-A324175>

□□□□□□ □□ :

Allied Market Research (AMR) is a full-service market research and business-consulting wing of Allied Analytics LLP based in Wilmington, Delaware. Allied Market Research provides global enterprises as well as medium and small businesses with unmatched quality of "Market Research Reports" and "Business Intelligence Solutions." AMR has a targeted view to provide business insights and consulting to assist its clients to make strategic business decisions and achieve sustainable growth in their respective market domain.

We are in professional corporate relations with various companies, and this helps us in digging out market data that helps us generate accurate research data tables and confirms utmost accuracy in our market forecasting. Each and every data presented in the reports published by us is extracted through primary interviews with top officials from leading companies of domain concerned. Our secondary data procurement methodology includes deep online and offline

research and discussion with knowledgeable professionals and analysts in the industry.

David Correa

Allied Market Research

+1 800-792-5285

[email us here](#)

Visit us on social media:

[Facebook](#)

[X](#)

This press release can be viewed online at: <https://www.einpresswire.com/article/770343360>

EIN Presswire's priority is source transparency. We do not allow opaque clients, and our editors try to be careful about weeding out false and misleading content. As a user, if you see something we have missed, please do bring it to our attention. Your help is welcome. EIN Presswire, Everyone's Internet News Presswire™, tries to define some of the boundaries that are reasonable in today's world. Please see our Editorial Guidelines for more information.

© 1995-2024 Newsmatics Inc. All Right Reserved.