Global Cloud Contact Center Market accounted for US$ 11.8 billion in 2020 and is estimated to be US$ 70.76 billion by 2030 and is anticipated to register a CAGR of 19.8%. A cloud-based contact centre, hosted by an internet server, is a focal point of any business. It is in charge of all customer communications, including incoming and outbound. Calls, emails, and social media can all be used to communicate or connect. The cloud-based contact centre is regarded as a quick, simple, and highly adaptable option. With the help of a configurable management panel, a cloud-based contact centre may also keep track of real-time administration metrics.

**The report " Global Cloud Contact Center Market, By Type (Automatic Call Distribution, Agent Performance Optimization, Dialers, and Others), By Service (Professional and Managed), By End-user (Banking, Financial Services and Insurance (BFSI), IT and Telecom, Media and Entertainment, and Others), and By Region (North America, Europe, Asia Pacific, Latin America, and Middle East & Africa) - Market Trends, Analysis, and Forecast till 2030’’**

**Key Highlights:**

* NICE inConnect, a NICE subsidiary, teamed with Zendesk in May 2020 to help contact centres respond to evolving customer demands. Both firms may now utilise NICE inContact CXone home with Zendesk Support Suite and complementary Zendesk Distant Support Bundle to enable remote contact centres and desk teams keep up with increased interactions as a result of COVID-19, thanks to the agreement. The Zendesk Remote Support Bundle and NICE inContact CXone home both provide a fully virtual contact centre for business continuity, productivity, and service reliability. Agents will have a complete perspective of their consumers in an easy-to-use workspace as a result of the relationship.
* In April 2020, Genesys introduced the Rapid Response to assist organisations in migrating to Genesys Cloud within 48 hours, in light of the COVID-19 pandemic. Customers can take use of automation and self-service, as well as phone and email routing, interaction recording, and collaboration capabilities.

**Analyst View:**

Healthcare contact centres are quickly adopting cloud-based applications. TCN, a global provider of cloud-based call centre technology for BPOs, corporations, contact centres, and collection agencies, is known for empowering healthcare call centres with new developments in the patient-agent connection with their cloud-based software. This is evident since the ever-changing healthcare industry is subject to budget cuts, employee turnover, and the development of new tactics to strengthen the payer-consumer relationship.

***Browse 60 market data tables\* and 35 figures\* through 140 slides and in-depth TOC on “Global Cloud Contact Center Market, By Type (Automatic Call Distribution, Agent Performance Optimization, Dialers, and Others), By Service (Professional and Managed), By End-user (Banking, Financial Services and Insurance (BFSI), IT and Telecom, Media and Entertainment, and Others), and By Region (North America, Europe, Asia Pacific, Latin America, and Middle East & Africa) - Market Trends, Analysis, and Forecast till 2030”***

*To know the upcoming trends and insights prevalent in this market, click the link below****:***

[*https://www.prophecymarketinsights.com/market\_insight/Global-Cloud-Contact-Center-Market-3414*](https://www.prophecymarketinsights.com/market_insight/Global-Cloud-Contact-Center-Market-3414)

**Key Market Insights from the report:**

Global Cloud Contact Center Market accounted for US$ 11.8 billion in 2020 and is estimated to be US$ 70.76 billion by 2030 and is anticipated to register a CAGR of 19.8%. The global cloud contact center market report segments the market on the basis of type, service, end-user, and region.

* Based on Type, Global Cloud Contact Center Market is segmented into Automatic Call Distribution, Agent Performance Optimization, Dialers, and Others.
* Based on Service, Global Cloud Contact Center Market is segmented into Professional and Managed.
* Based on End-User, Global Cloud Contact Center Market is segmented into Banking, Financial Services and Insurance (BFSI), IT and Telecom, Media and Entertainment, and Others.
* By Region, the Global Cloud Contact Center Market is segmented into North America, Europe, Asia Pacific, Latin America, and Middle East & Africa.

**Competitive Landscape & their strategies of Global Cloud Contact Center Market:**

The key players operating in the cloud contact center market are 3CLogic, 8x8, Inc., Aspect Software, Inc., BT Group plc, Cisco Systems, Inc., Connect First, Inc., Evolve IP LLC, Five9, Inc., Genesys and Liveops, Inc.