

The 2018 Telephone Self-service market report is now available from **Tern Systems, Inc.**

Telephone Self-service: Markets, Products & Suppliers 2018 is the most comprehensive report that is commercially available for the Telephone Self-service market segment. We offer a money-back guarantee that this is so.

A major addition for 2018 is that we are presenting the IVR test results for each of the leaders in each major vertical market segment. Included for each leader is: 1) the CS number; 2) the type of UI (speech, DTMF); 3) and comments about it. Visual IVR is now broken out separately in the 2018 report.

The **speech-enabled segment** continues to have the **strongest growth potential** with an **installed base (ports and call-minutes)** of just under **17%**. A **CAGR of 27.8%** is **projected** for the period **2017-2022**.

Within the speech-enabled segment, natural language is driving the high growth with a projected CAGR of 82.9%.

The **Hosted** portion of the the telephone self-service market segment is experiencing dramatic growth that is being driven by the discovery of just how effective outsourcing of self-service is.

Telephone Self-service: Markets, Products & Suppliers 2018 analyzes the market from 2015 through 2022. The report breaks down these market segments to provide concise, detailed market data from a number of key perspectives:

- o Hosted vs CPE,
- o Natural language vs directed dialog,
- o end-user revenue,
- o port shipments and installed base,
- o system shipments and installed base,
- o call-minutes by vertical segment, speech, hosted, geography & application,
- o market share of leading vendors (ports & systems, shipments and installed base),
- o market share of leading hosting services providers (Call-minutes and revenue), shipments and installed base),
- o vertical industry (financial services, healthcare, utilities, etc.)
- o application (transactions, information, customer care, etc.)
- o geographic penetration,
- o distribution channel,
- o type (expansion, greenfield or replacement)
- o value chain,
- o web self-service vs telephone self-service,
- o mobile vs non-mobile self-service,
- o visual IVR,
- o Multi-channel transactions,

All breakdowns are presented for the period 2015 through 2022

Telephone Self-service: Markets, Products & Suppliers 2018 is available from Tern Systems. Contact Walt Tetschner at TETSCHNER@aol.com or 978-266-1966.

Figure 1.27 Call Center/Enterprise Telephone Self-service Call-Minutes by Speech vs Non-speech 2015-2022

