

## **Outbound Contact Market Report for 2018**

**Voice Information Associates (VIA)** announces the immediate availability of the 2018 Outbound Contact market report.

The **Hosted** automated message delivery (AMD) portion of the the outbound market segment is experiencing dramatic growth that is being driven by the discovery of just how effective calling someone is.

A CAGR of 14.5% is projected for the hosted portion of AMD market for the period 2017-2022.

The Hosted segment is growing over 6x faster than the CPE segment based on call-minutes.

**Outbound Contact: Markets, Products & Suppliers 2018** analyzes the market from 2015 through 2022, providing separate data and forecasts for the two major market segments – **Predictive Dialing** and the **Automatic Message Delivery (AMD)**. 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 call-minutes by mobile vs land-line,
- o calls by text vs voice,
- 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)

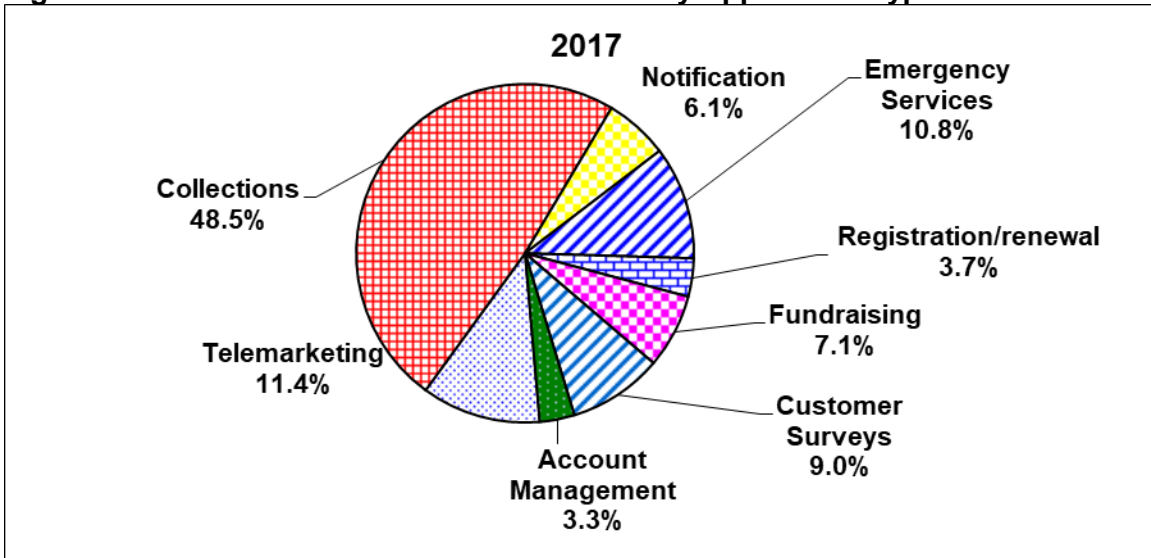
A breakdown of the value chain is presented for the period 2015 through 2022

The **Hosted** portion of the **Outbound Contact** market is broken out separately. Revenue; ports deployed; vertical industry; applications; call minutes; for the period 2016-2022 are presented.

We include a compilation of all of the active **Outbound Contact patents** that have been issued by the USPTO. Over 700 patents that are categorized by type as well as who owns them.

**Outbound Contact: Markets, Products & Suppliers 2019** is the most comprehensive report that is commercially available for the Outbound Contact market segment. We offer a money-back guarantee that this is so.

**Figure 1.8a Call Center Outbound Call Minutes by Application Type 2017**



**Outbound Contact: Markets, Products & Suppliers 2018** is available from Voice Information Associates. Contact Walt Tetschner at [TETSCHNER@aol.com](mailto:TETSCHNER@aol.com) or 978-266-1966 to order or to obtain additional information. A TOC is available.

978-266-1966