

North America Speech Analytics Market Report and Forecast 2024-2032

Market Report | 2024-04-16 | 157 pages | EMR Inc.

AVAILABLE LICENSES:

- Single User License \$2999.00
- Five User License \$3999.00
- Corporate License \$4999.00

Report description:

North America Speech Analytics Market Report and Forecast 2024-2032

Market Outlook

According to the report by Expert Market Research (EMR), the North America speech analytics market size reached a value of USD 2.76 billion in 2023. Aided by the advanced technological integration and the growing importance of customer service and experience management across industrial sectors, the market is projected to further grow at a CAGR of 16.8% between 2024 and 2032 to reach a value of USD 11.33 billion by 2032.

Speech analytics is a technology used to analyse recorded calls to gather customer information to improve communication and future interaction. By extracting useful insights from interactions that occur through calls, emails, chats, and social media, businesses can enhance customer service, boost sales, ensure compliance, and improve overall organisational efficiency. In North America, the adoption of speech analytics solutions has become a critical part of strategic operations in various sectors including finance, retail, healthcare, and telecommunications.

The primary drivers of the North America speech analytics market growth include the increasing emphasis on enhancing customer satisfaction and the growing need for effective risk management and fraud prevention. Businesses across North America are utilising speech analytics to gain a deeper understanding of customer preferences, behaviours, and patterns to tailor their services and products accordingly.

The integration of AI and machine learning technologies has significantly enhanced the capabilities of speech analytics solutions. As per the North America speech analytics market analysis, these technologies enable more accurate sentiment analysis, emotion detection, and even predictive analytics, allowing companies to not only react to customer needs but also anticipate them. Additionally, the rising demand for cloud-based solutions due to their cost-effectiveness, scalability, and ease of implementation is fuelling market growth. Cloud-based speech analytics solutions offer businesses the flexibility to manage large volumes of data and access analytics from anywhere, which is particularly beneficial for companies with remote work policies.

As per the North America speech analytics market outlook, there is an increasing focus on real-time speech analytics, which allows companies to analyse customer interactions as they occur. This immediate analysis helps in making instant decisions to enhance the customer experience and manage situations more effectively.

The healthcare sector is increasingly adopting speech analytics to improve patient satisfaction and compliance with regulations.

Scotts International. EU Vat number: PL 6772247784

tel. 0048 603 394 346 e-mail: support@scotts-international.com

www.scotts-international.com

Healthcare providers use speech analytics to monitor and improve the quality of interactions between patients and staff, ensuring better patient care and adherence to privacy standards, which propels the North America speech analytics market expansion. Modern speech analytics solutions are equipped with advanced reporting and visualisation tools. These features enable organizations to create detailed reports that provide insights into various aspects of customer interactions and agent performance, facilitating informed decision-making.

Companies in the North America speech analytics market are looking to consolidate data from various communication channels (calls, texts, social media, etc.) to gain a holistic view of customer interactions. Multichannel analytics is becoming a significant trend, as it provides a more comprehensive analysis and helps in understanding the customer journey across different touchpoints. With the advent of more affordable and scalable solutions, SMEs are increasingly adopting speech analytics. This technology helps SMEs compete with larger enterprises by providing valuable insights that can enhance customer retention and acquisition strategies.

The United States holds the largest North America speech analytics market share, driven by the presence of major market players and a strong focus on innovation and technology adoption in business operations. The increasing investment in customer relationship management (CRM) technologies and the high priority given to customer feedback and satisfaction are major factors contributing to the growth of the market in the region.

Market Segmentation □

The market can be divided based on type, deployment mode, enterprise size, end-user and country.

Market Breakup by Type

- Solution
- Services

Market Breakup by Deployment Mode

- On-Premises
- Cloud

Market Breakup by Enterprise Size

- Large Enterprises
- Small and Medium Enterprises

Market Breakup by End-User

- BFSI
- Healthcare
- Government
- Retail
- Telecommunications
- Others

Market Breakup by Country

- United States of America
- Canada

Competitive Landscape

The EMR report looks into the market shares, plant turnarounds, capacities, investments, and mergers and acquisitions, among other major developments, of the leading companies operating in the North America speech analytics market. Some of the major players explored in the report by Expert Market Research are as follows:

- Open Text Corporation
- Nice Ltd.
- Verint System Inc.
- Avaya LLC
- Castel Communications
- Talkdesk, Inc.
- Qualtrics LLC

Scotts International. EU Vat number: PL 6772247784

tel. 0048 603 394 346 e-mail: support@scotts-international.com

www.scotts-international.com

-[]LivePerson, Inc. (VoiceBase, Inc.)

-[]Genesys Cloud Services, Inc.

-[]CallMiner Inc.

-[]Others

About Us

Acquire unparalleled access to critical industry insights with our comprehensive market research reports, meticulously prepared by a team of seasoned experts. These reports are designed to equip decision-makers with an in-depth understanding of prevailing market trends, competitive landscapes, and growth opportunities.

Our high-quality, data-driven analysis provides the essential framework for organisations seeking to make informed and strategic decisions in an increasingly complex and rapidly evolving business environment. By investing in our market research reports, you can ensure your organisation remains agile, proactive, and poised for success in today's competitive market.

Don't miss the opportunity to elevate your business intelligence and strengthen your strategic planning. Secure your organisation's future success by acquiring one of our Expert Market Research reports today.

*We at Expert Market Research always strive to provide you with the latest information. The numbers in the article are only indicative and may be different from the actual report.

Table of Contents:

- 1 Preface
- 2 Report Coverage - Key Segmentation and Scope
- 3 Report Description
 - 3.1 Market Definition and Outlook
 - 3.2 Properties and Applications
 - 3.3 Market Analysis
 - 3.4 Key Players
- 4 Key Assumptions
- 5 Executive Summary
 - 5.1 Overview
 - 5.2 Key Drivers
 - 5.3 Key Developments
 - 5.4 Competitive Structure
 - 5.5 Key Industrial Trends
- 6 Market Snapshot
- 7 Opportunities and Challenges in the Market
- 8 Global Speech Analytics Market Overview
 - 8.1 Key Industry Highlights
 - 8.2 Global Speech Analytics Historical Market (2018-2023)
 - 8.3 Global Speech Analytics Market Forecast (2024-2032)
 - 8.4 Global Speech Analytics Market Share by Region
 - 8.4.1 North America
 - 8.4.2 Europe
 - 8.4.3 Asia Pacific
 - 8.4.4 Latin America
 - 8.4.5 Middle East and Africa
- 9 North America Speech Analytics Market Overview
 - 9.1 Key Industry Highlights
 - 9.2 North America Speech Analytics Historical Market (2018-2023)
 - 9.3 North America Speech Analytics Market Forecast (2024-2032)

Scotts International. EU Vat number: PL 6772247784

tel. 0048 603 394 346 e-mail: support@scotts-international.com

www.scotts-international.com

- 10 North America Speech Analytics Market by Type
 - 10.1 Solution
 - 10.1.1 Historical Trend (2018-2023)
 - 10.1.2 Forecast Trend (2024-2032)
 - 10.2 Services
 - 10.2.1 Historical Trend (2018-2023)
 - 10.2.2 Forecast Trend (2024-2032)
- 11 North America Speech Analytics Market by Deployment Mode
 - 11.1 On-Premises
 - 11.1.1 Historical Trend (2018-2023)
 - 11.1.2 Forecast Trend (2024-2032)
 - 11.2 Cloud
 - 11.2.1 Historical Trend (2018-2023)
 - 11.2.2 Forecast Trend (2024-2032)
- 12 North America Speech Analytics Market by Enterprise Size
 - 12.1 Large Enterprises
 - 12.1.1 Historical Trend (2018-2023)
 - 12.1.2 Forecast Trend (2024-2032)
 - 12.2 Small and Medium Enterprises
 - 12.2.1 Historical Trend (2018-2023)
 - 12.2.2 Forecast Trend (2024-2032)
- 13 North America Speech Analytics Market by End-User
 - 13.1 BFSI
 - 13.1.1 Historical Trend (2018-2023)
 - 13.1.2 Forecast Trend (2024-2032)
 - 13.2 Healthcare
 - 13.2.1 Historical Trend (2018-2023)
 - 13.2.2 Forecast Trend (2024-2032)
 - 13.3 Government
 - 13.3.1 Historical Trend (2018-2023)
 - 13.3.2 Forecast Trend (2024-2032)
 - 13.4 Retail
 - 13.4.1 Historical Trend (2018-2023)
 - 13.4.2 Forecast Trend (2024-2032)
 - 13.5 Telecommunications
 - 13.5.1 Historical Trend (2018-2023)
 - 13.5.2 Forecast Trend (2024-2032)
 - 13.6 Others
- 14 North America Speech Analytics Market by Country
 - 14.1 United States of America
 - 14.1.1 Historical Trend (2018-2023)
 - 14.1.2 Forecast Trend (2024-2032)
 - 14.2 Canada
 - 14.2.1 Historical Trend (2018-2023)
 - 14.2.2 Forecast Trend (2024-2032)
- 15 Market Dynamics
 - 15.1 SWOT Analysis

Scotts International. EU Vat number: PL 6772247784

tel. 0048 603 394 346 e-mail: support@scotts-international.com

www.scotts-international.com

- 15.1.1 Strengths
- 15.1.2 Weaknesses
- 15.1.3 Opportunities
- 15.1.4 Threats
- 15.2 Porter's Five Forces Analysis
 - 15.2.1 Supplier's Power
 - 15.2.2 Buyer's Power
 - 15.2.3 Threat of New Entrants
 - 15.2.4 Degree of Rivalry
 - 15.2.5 Threat of Substitutes
- 15.3 Key Indicators of Demand
- 15.4 Key Indicators of Price
- 16 Competitive Landscape
 - 16.1 Market Structure
 - 16.2 Company Profiles
 - 16.2.1 Open Text Corporation
 - 16.2.1.1 Company Overview
 - 16.2.1.2 Product Portfolio
 - 16.2.1.3 Demographic Reach and Achievements
 - 16.2.1.4 Certifications
 - 16.2.2 Nice Ltd.
 - 16.2.2.1 Company Overview
 - 16.2.2.2 Product Portfolio
 - 16.2.2.3 Demographic Reach and Achievements
 - 16.2.2.4 Certifications
 - 16.2.3 Verint System Inc.
 - 16.2.3.1 Company Overview
 - 16.2.3.2 Product Portfolio
 - 16.2.3.3 Demographic Reach and Achievements
 - 16.2.3.4 Certifications
 - 16.2.4 Avaya LLC
 - 16.2.4.1 Company Overview
 - 16.2.4.2 Product Portfolio
 - 16.2.4.3 Demographic Reach and Achievements
 - 16.2.4.4 Certifications
 - 16.2.5 Castel Communications
 - 16.2.5.1 Company Overview
 - 16.2.5.2 Product Portfolio
 - 16.2.5.3 Demographic Reach and Achievements
 - 16.2.5.4 Certifications
 - 16.2.6 Talkdesk, Inc.
 - 16.2.6.1 Company Overview
 - 16.2.6.2 Product Portfolio
 - 16.2.6.3 Demographic Reach and Achievements
 - 16.2.6.4 Certifications
 - 16.2.7 Qualtrics LLC
 - 16.2.7.1 Company Overview

Scotts International. EU Vat number: PL 6772247784

tel. 0048 603 394 346 e-mail: support@scotts-international.com

www.scotts-international.com

- 16.2.7.2 Product Portfolio
- 16.2.7.3 Demographic Reach and Achievements
- 16.2.7.4 Certifications
- 16.2.8 LivePerson, Inc. (VoiceBase, Inc.)
 - 16.2.8.1 Company Overview
 - 16.2.8.2 Product Portfolio
 - 16.2.8.3 Demographic Reach and Achievements
 - 16.2.8.4 Certifications
- 16.2.9 Genesys Cloud Services, Inc.
 - 16.2.9.1 Company Overview
 - 16.2.9.2 Product Portfolio
 - 16.2.9.3 Demographic Reach and Achievements
 - 16.2.9.4 Certifications
- 16.2.10 CallMiner Inc.
 - 16.2.10.1 Company Overview
 - 16.2.10.2 Product Portfolio
 - 16.2.10.3 Demographic Reach and Achievements
 - 16.2.10.4 Certifications
- 16.2.11 Others
- 17 Key Trends and Developments in the Market

List of Key Figures and Tables

1. Global Speech Analytics Market: Key Industry Highlights, 2018 and 2032
2. North America Speech Analytics Market: Key Industry Highlights, 2018 and 2032
3. North America Speech Analytics Historical Market: Breakup by Solution (USD Billion), 2018-2023
4. North America Speech Analytics Market Forecast: Breakup by Solution (USD Billion), 2024-2032
5. North America Speech Analytics Historical Market: Breakup by Deployment Mode (USD Billion), 2018-2023
6. North America Speech Analytics Market Forecast: Breakup by Deployment Mode (USD Billion), 2024-2032
7. North America Speech Analytics Historical Market: Breakup by Enterprise Size (USD Billion), 2018-2023
8. North America Speech Analytics Market Forecast: Breakup by Enterprise Size (USD Billion), 2024-2032
9. North America Speech Analytics Historical Market: Breakup by End-User (USD Billion), 2018-2023
10. North America Speech Analytics Market Forecast: Breakup by End-User (USD Billion), 2024-2032
11. North America Speech Analytics Historical Market: Breakup by Country (USD Billion), 2018-2023
12. North America Speech Analytics Market Forecast: Breakup by Country (USD Billion), 2024-2032
13. North America Speech Analytics Market Structure

Scotts International. EU Vat number: PL 6772247784

tel. 0048 603 394 346 e-mail: support@scotts-international.com

www.scotts-international.com

North America Speech Analytics Market Report and Forecast 2024-2032

Market Report | 2024-04-16 | 157 pages | EMR Inc.

To place an Order with Scotts International:

- Print this form
- Complete the relevant blank fields and sign
- Send as a scanned email to support@scotts-international.com

ORDER FORM:

Select license	License	Price
	Single User License	\$2999.00
	Five User License	\$3999.00
	Corporate License	\$4999.00
		VAT
		Total

*Please circle the relevant license option. For any questions please contact support@scotts-international.com or 0048 603 394 346.

** VAT will be added at 23% for Polish based companies, individuals and EU based companies who are unable to provide a valid EU Vat Numbers.

Email*	<input type="text"/>	Phone*	<input type="text"/>
First Name*	<input type="text"/>	Last Name*	<input type="text"/>
Job title*	<input type="text"/>		
Company Name*	<input type="text"/>	EU Vat / Tax ID / NIP number*	<input type="text"/>
Address*	<input type="text"/>	City*	<input type="text"/>
Zip Code*	<input type="text"/>	Country*	<input type="text"/>
		Date	<input type="text" value="2025-05-04"/>
		Signature	<input type="text"/>

Scotts International. EU Vat number: PL 6772247784

tel. 0048 603 394 346 e-mail: support@scotts-international.com

www.scotts-international.com