



# US Contact Centers: 2025-2029

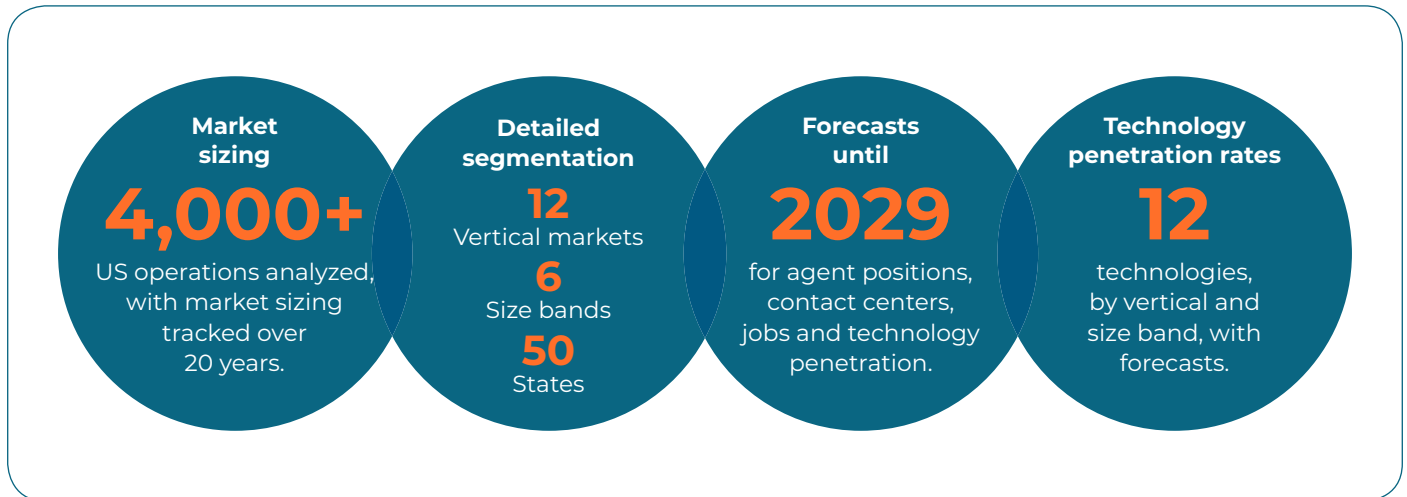
The State of the Industry  
& Technology Penetration  
(12<sup>th</sup> edition)

— The reality of your market  
today – and in the future



# Report contents

- ✓ 84 charts and data tables show the size, structure and future of your market
- ✓ Based on ongoing primary research surveys with thousands of US contact centers
- ✓ Unique historical data from 2004 onwards, with forecasts to the beginning of 2029



Published April 2025

## Report contents overview

### Vertical markets covered for market sizing

- ✓ Communications
- ✓ Finance
- ✓ Healthcare
- ✓ Insurance
- ✓ IT
- ✓ Manufacturing
- ✓ Outsourcing & Telemarketing
- ✓ Public Services
- ✓ Retail & Distribution
- ✓ Services
- ✓ Transport & Travel
- ✓ Utilities

### Size bands

- ✓ 10-25 seats
- ✓ 26-50 seats
- ✓ 51-100 seats
- ✓ 101-250 seats
- ✓ 251-1,000 seats
- ✓ 1,000+ seats

### Readership

This report gives market sizing and forecasts of the US contact center industry, including agent positions, contact centers and technology usage. Typical readers include:

- ✓ Contact center solution providers
- ✓ Outsourcing / BPOs
- ✓ Venture capital firms
- ✓ CX and contact center leadership
- ✓ New entrants to the US contact center industry
- ✓ Industry consultants

# Report contents

The report is divided into 8 sections

## 01 Market Sizing

Measures the number of contact centers and agent positions by:

- ✓ Contact center size band
- ✓ Vertical market
- ✓ Vertical market within size bands

## 02 Geographical Location

- ✓ Agent positions by state
- ✓ Contact centres by state

## 03 Employment

- ✓ Contact center employment by vertical market
- ✓ Predicted net change in jobs 2024-2028 by vertical market
- ✓ Contact center employment by state
- ✓ Employment by contact center size band

## 04 Market Forecasts to the beginning of 2029

- ✓ US contact centers, 2004-2028
- ✓ US agent positions, 2004-2028
- ✓ Vertical market forecasts for contact centers and agent positions end-2028
- ✓ Drivers for change by vertical market

## 05 Inbound and Outbound Calling

- ✓ Outbound activity and inbound/outbound agent positions
- ✓ Segmented by contact center size and vertical market
- ✓ Types of outbound calling activity

## 06 Virtual Contact Centers and Homeworking

- ✓ The virtualization of multisite contact centers
- ✓ Benefits & inhibitors to virtualization
- ✓ Current & future use of remote & hybrid working

## 07 Multichannel Customer Contact

- ✓ Contact center inbound interactions by channel, 2007-2028 (email, voice, self-service, social media, web chat, letters, SMS/ messaging)
- ✓ Relative changes in inbound channels
- ✓ Multichannel usage by vertical market, 2016-2024

## 08 Technology Penetration

- ✓ Current use, plans for replacement and planned implementation timescales
- ✓ End-2024 and 2028 penetration rates
- ✓ Segmented by vertical market and contact center size

### 12 technologies:

1. Artificial Intelligence
2. Automated Speech Recognition
3. DTMF IVR
4. Email Management Systems
5. Gamification
6. Interaction Analytics
7. Interaction Recording
8. Management Information Systems
9. Mobile Customer Service Apps
10. Outbound Dialing
11. Web Chat
12. Workforce Management Systems

- ✓ Use of Cloud in 2024

# Order US Contact Centers 2025-2029

## Ways to order US Contact Centers 2025-2029: The State of the Industry & Technology Penetration

### 1. ONLINE

Visit [www.contactbabel.com/us-soi](http://www.contactbabel.com/us-soi)

Register your details.

Payment can then be made online by credit or debit card (VISA, Mastercard, AMEX).

### 2. CARD PAYMENT

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Please provide a billing address & purchase order number (if required).

You will be emailed an invoice with 28 days' payment terms along with the report.

**\$1,750**

The report costs \$1,750.

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