



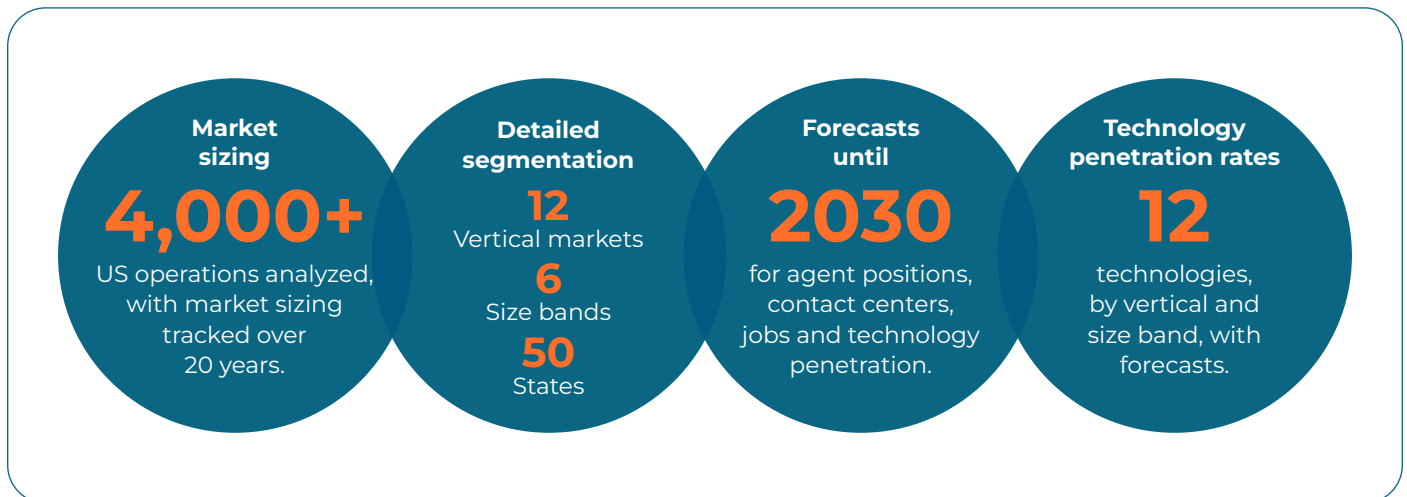
US Contact Centers: 2026-2030

The State of the Industry
& Technology Penetration
(13th edition)

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

Report contents

- ✓ 82 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 2030



Published December 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 2025-2029 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, 2004-2029
- ✓ US agent positions, 2004-2029
- ✓ Vertical market forecasts for contact centers and agent positions end-2029
- ✓ 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

- ✓ % organizations remote / hybrid working
- ✓ % agents remote / hybrid working

07 Multichannel Customer Contact

- ✓ Contact center inbound interactions by channel, 2007-2029 (email, voice, self-service, social media, web chat, letters, SMS/ messaging)
- ✓ Relative changes in inbound channels
- ✓ Multichannel usage by vertical market, 2016-2025

08 Technology Penetration

- ✓ Current use, plans for replacement and planned implementation timescales
- ✓ End-2025 and end-2029 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 2025

Order US Contact Centers 2026-2030

Ways to order US Contact Centers 2026-2030: The State of the Industry & Technology Penetration

1. ONLINE

Visit 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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OR email info@contactbabel.com

Request a secure online card payment link.

3. PAY BY INVOICE

Email info@contactbabel.com

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.

\$1,350

The report costs \$1,850. It is discounted to \$1,350 until December 31st 2025.

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