



## **Contact Center Outsourcing (CCO) – Service Provider Compendium 2019**

Customer Experience Management (CXM) Services  
Market Report – August 2019: Complimentary Abstract / Table of Contents

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## Membership information

- This report is included in the following research program(s)
  - **Customer Experience Management (CXM) Services**
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In addition to a suite of published research, a membership may include

- Accelerators™
- Analyst access
- Data cuts
- Pinnacle Model™ reports
- PriceBook
- Virtual Roundtables
- Workshops

## Custom research capabilities

- Benchmarking | Pricing, delivery model, skill portfolio
- Peer analysis | Scope, sourcing models, locations
- Locations | Cost, skills, sustainability, portfolio – plus a tracking tool
- Tracking services | Service providers, locations, risk
- Other | Market intelligence, service provider capabilities, technologies, contract assessment

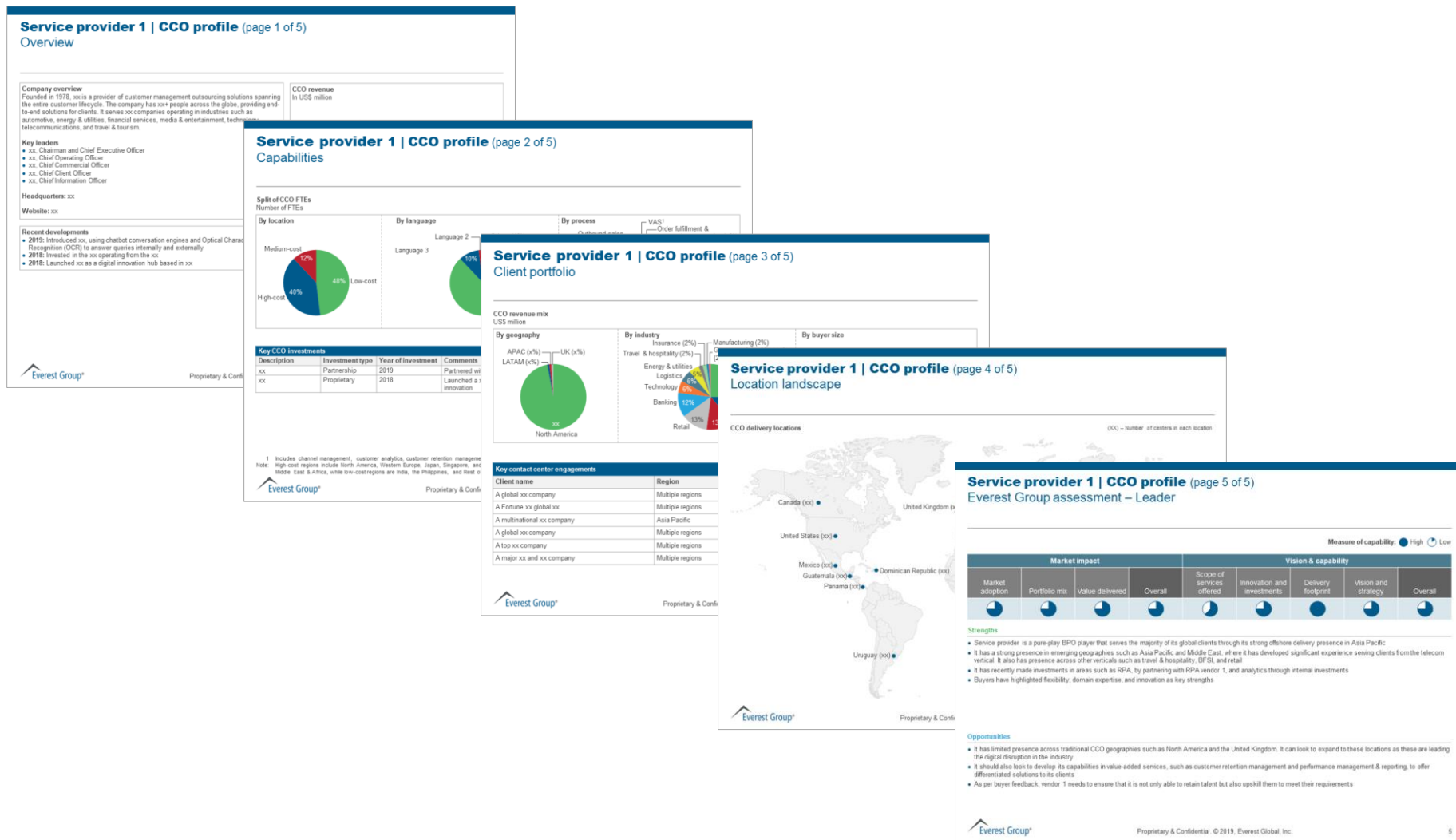
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# This study offers five distinct chapters providing a deep dive into key aspects of CXM services market; below are four charts to illustrate the depth of the report



# Research calendar – Customer Experience Management (CXM) Services

Published
  Planned
  Current release

## Flagship CXM Services reports

### Release date

Contact Center Outsourcing (CCO) – Service Provider Profile Compendium 2018 .....	August 2018
Contact Center Outsourcing Annual Report 2018: Transforming Customer Experience through a Digital-First Approach .....	September 2018
Contact Center Outsourcing (CCO) – Service Provider Landscape with Services PEAK Matrix™ Assessment 2019 .....	June 2019
<b>Contact Center Outsourcing (CCO) – Service Provider Profile Compendium 2019 .....</b>	<b>August 2019</b>
Contact Center Outsourcing (CCO) – Annual Report 2019 .....	Q4 2019

## Thematic CXM Services reports

Role of AI and Cognitive in Delivering Customer Experience of the Future .....	March 2018
Contact Center Services for the U.S. Market: Location Strategies for the Digital World .....	March 2018
Decoding Digital Customer Experience Management .....	September 2018
Market Report on Chatbots/Intelligent Virtual Agents (IVAs) .....	November 2018
Accelerating CX through an Optimized CCO model   Pinnacle Model™ Analysis Excerpt 2019 .....	March 2019
Growth of BPO in Travel & Hospitality – Delivering Customer Experience Takes Centerstage .....	March 2019
CX Analytics – Service Provider Landscape with Services PEAK Matrix™ Assessment 2018 .....	May 2019
Enablers of a Unified Customer Experience (CX) – Omnichannel CX Trailblazers .....	June 2019
Current state of Work-at-Home-Agent (WAHA) .....	Q4 2019
Driving Design Thinking-Led Digital Transformation in Customer Experience .....	Q4 2019
Gaining high value with a TCO-linked pricing model .....	Q4 2019

Note: For a list of all CXM reports published by us, please refer to our [website page](#)

# Additional CXM Services research references

The following documents are recommended for additional insight into the topic covered in this report. These documents either provide additional details or complementary content that may be of interest

1. **Contact Center Outsourcing (CCO) – Service Provider Landscape with PEAK Matrix™ Assessment 2019** ([EGR-2019-21-R-3222](#)); 2019. This report examines the global Contact Center Outsourcing (CCO) market and evaluates the positioning of service providers on the Everest Group PEAK Matrix. It provides insights on the changing market dynamics, service provider delivery capabilities, and Everest Group's remarks on service providers' key strengths and areas of improvement
2. **Enablers of a Unified Customer Experience (CX) – Omnichannel CX Trailblazers** ([EGR-2019-21-R-3200](#)); 2019. We present an assessment of 90 startups delivering customer experience services across multiple channels, to shortlist the top 14 trailblazers enabling an omnichannel CX delivery. The assessment was done using various parameters related to investments/funding received by these start-ups, the market impact & success garnered, and the solution capabilities of the start-ups identified.
3. **Customer Experience (CX) Analytics – Service Provider Landscape with Services PEAK Matrix™ Assessment 2019** ([EGR-2019-21-R-3157](#)); 2019. This report examines the Customer Experience (CX) analytics services market and evaluates the positioning of service providers on the Everest Group PEAK Matrix. It provides insights into the market adoption of CX analytics services, relative positioning of service providers, and Everest Group's remarks on service providers' CX analytics capabilities

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