

The following table represents revenues from contracts with customers disaggregated by service type and by the reportable segment for each category (in thousands):

	Years Ended December 31,					
	2019		2018		2017	
	Amount	% of Revenues	Amount	% of Revenues	Amount	% of Revenues
Americas:						
Customer engagement solutions and services	\$ 1,295,636	80.3%	\$ 1,329,614	81.8%	\$ 1,324,534	83.5%
Other revenues	1,024	0.0%	1,024	0.1%	1,109	0.1%
Total Americas	1,296,660	80.3%	1,330,638	81.9%	1,325,643	83.6%
EMEA:						
Customer engagement solutions and services	281,302	17.4%	280,437	17.2%	252,423	15.9%
Other revenues	36,711	2.3%	14,517	0.9%	7,860	0.5%
Total EMEA	318,013	19.7%	294,954	18.1%	260,283	16.4%
Other:						
Other revenues	89	0.0%	95	0.0%	82	0.0%
Total Other	89	0.0%	95	0.0%	82	0.0%
	<u>\$ 1,614,762</u>	<u>100.0%</u>	<u>\$ 1,625,687</u>	<u>100.0%</u>	<u>\$ 1,586,008</u>	<u>100.0%</u>

Trade Accounts Receivable

The Company's trade accounts receivable, net, consisted of the following (in thousands):

	December 31,	
	2019	2018
Trade accounts receivable, net, current ⁽¹⁾	\$ 375,136	\$ 335,377
Trade accounts receivable, net, noncurrent ⁽²⁾	26,496	15,948
	<u>\$ 401,632</u>	<u>\$ 351,325</u>

(1) Included in "Receivables, net" in the accompanying Consolidated Balance Sheets.

(2) Included in "Deferred charges and other assets" in the accompanying Consolidated Balance Sheets.

The Company's noncurrent trade accounts receivable result from (1) contracts with customers that include renewal provisions, and (2) contracts with customers under multi-year arrangements. For contracts that include renewal provisions, revenue is recognized up-front upon satisfaction of the associated performance obligations, but payments are received upon renewal. Renewals occur in bi-annual and annual increments over the associated expected contract term, the majority of which range from two to five years. The Company's contracts with customers under multi-year arrangements generally have three-year terms and are invoiced annually at the beginning of each annual coverage period. The Company records a receivable related to revenue recognized under multi-year arrangements as the Company has an unconditional right to invoice and receive payment in the future related to these arrangements.

Where the timing of revenue recognition differs from the timing of invoicing and payment, the Company has determined that its contracts do not include a significant financing component. A substantial amount of the consideration promised by the customer under the contracts that include renewal provisions is variable, and the amount and timing of that consideration varies based on the occurrence or nonoccurrence of future events that are not substantially within the Company's control. With respect to multi-year year arrangements, there is minimal difference between the consideration received and the cash selling price, any offered discounts are driven by volume, and the contracts are of short duration resulting in insignificant interest. Thus, the primary purpose of the invoicing terms on the multi-year arrangements is to provide the customer with a simplified and predictable way of purchasing certain products, not to provide financing or to receive financing from the Company's customer.