

Publication	Coverage	Title	Description	Cost
Jul 2017		The 2017 US Contact Center Decision-Makers' Guide	<p>The 10th edition of the definitive guide to the operations, technology, HR, strategy and performance of US contact centres.</p> <p>Specific solution-focused chapters are available for sponsorship by vendors.</p> <p>Chapters currently available for 2017 reservation: Attrition, Absence & Recruitment; Email; Homeworking; Outbound & Call Blending; Performance & Quality; Queue Management & Call-Back; Social Media.</p>	Sponsorship packages from \$750 - \$8,750
Jul 2017		The 2017 US Contact Center HR & Operational Review	Salaries, attrition, absence, recruitment; operational KPIs (ASA, abandonment, duration, transfer rate, first-contact resolution); budgets. Segmented by size and vertical market. Historical data and forecasts to 2020.	Purchase for \$495
Sep 2017	  	The Inner Circle Guide to Cloud-based Contact Centre Solutions (3 rd edition)	<p>The definitive guide for contact centres and businesses researching cloud-based contact centre solutions. The 3rd edition of one of the most popular Inner Circle Guides.</p> <p>Available for sponsorship by solution providers. Guaranteed 1,000+ downloads.</p>	Sponsorship packages from £500 - £3,750
Sep 2017		The 2017 European Contact Centre Decision-Makers' Guide	<p>Salaries, attrition, absence; operational benchmarking metrics, omnichannel, cloud, CX & technology usage of European contact centres.</p> <p>Available for sponsorship by solution providers.</p>	Sponsorship packages from £250 - £2,500 / \$375 - \$3,750 / €275 - €2,750
Sep 2017		The 2017 UK Contact Centre Decision-Makers' Guide	<p>The 15th edition of the definitive guide to the operations, technology, HR, strategy and performance of UK contact centres.</p> <p>Specific solution-focused chapters are available for sponsorship by vendors.</p> <p>Chapters now available for 2017 reservation: Desktop Automation & Analytics; Email; Homeworking; Interaction Routing; Performance & Quality; Social Media; Virtual Contact Centres.</p>	Sponsorship packages from £500 - £5,750

Publication	Coverage	Title	Description	Cost
Oct 2017		The UK Contact Centre HR & Operational Review 2017-18	Salaries, attrition, absence, recruitment; operational KPIs (ASA, abandonment, duration, transfer rate, first-contact resolution); budgets. Segmented by size and 11 vertical markets. Historical data and forecasts to 2020.	£295
Nov 2017		The 2017-18 US CX Decision-Makers' Guide	<p>The 1st edition of the definitive guide to US customer experience solutions, issues and challenges, aimed at helping CX professionals understand customer attitudes and requirements, and the solutions available to help them deliver a superior customer experience.</p> <p>Specific solution-focused chapters are available for sponsorship by vendors.</p>	Sponsorship packages from \$750 - \$8,750
Jan 2018		The 2017 UK CX Decision-Makers' Guide	<p>The 1st edition of the definitive guide to UK customer experience solutions, issues and challenges, aimed at helping CX professionals understand customer attitudes and requirements, and the solutions available to help them deliver a superior customer experience.</p> <p>Specific solution-focused chapters are available for sponsorship by vendors.</p>	Sponsorship packages from £500 - £5,750
Jan 2018		US Contact Centres 2018-2022: The State of the Industry & Technology Penetration Rates	Industry size, structure & forecasts, including current and future technology penetration rates.	Purchase for \$1,750
Jan 2018		UK Contact Centres 2018-2022: The State of the Industry & Technology Penetration	Industry size, structure & forecasts; current and future technology penetration rates.	Purchase for £1,250
Feb 2018	  	The Inner Circle Guide to Omnichannel (2 nd edition)	<p>Over 2,500 organisations have downloaded the previous edition of this report (including its Multichannel predecessor), making it the most popular of the Inner Circle Guides.</p> <p>Available for sponsorship by solution providers. Guaranteed 1,000+ downloads.</p>	Sponsorship packages from £500 - £3,750



THE UK CONTACT CENTRE DIRECTORY

Also available: **The UK Contact Centre Directory** is an Excel database currently detailing c. 4,000 UK customer contact operations and 14,000+ key personnel. It is available for rental as a whole or in part, and is updated at least once each year.

Fields:

- Company name
- Telephone number(s)
- Fax number
- Address
- Region
- Postcode
- Web address
- Vertical Market
- Agent positions at this contact centre
- UK agent positions
- Employees in organization
- Job Title
- Contact name
- E-mail (c. 85% of cases)
- Inbound / outbound activity
- Other UK contact centres
- Activity e.g. Customer Service, Sales, Helpdesk etc.

Pricing: £3,995 + VAT.

Extracts of the UK Contact Centre Directory are available on a bespoke basis (e.g. specific vertical markets, size bands, regions, job titles, etc.) on request, charged at 80p per location, plus 25p per contact at that site.

Terms: unlimited usage for 12-month period - www.contactbabel.com/terms.cfm

Delivery format: immediate, as Microsoft Excel or CSV file.

NEW FOR JUNE 2017: THE US CONTACT CENTER EMAIL DATABASE

This database will be available for solution providers wishing to email around decision-makers in US contact centre operations. Initially, we expect there to be 9,000 US contact centre managers, directors and Heads of Customer Service available.

NEW FOR Q4 2017: THE US CUSTOMER EXPERIENCE EMAIL DATABASE

This database will be available for solution providers wishing to email several thousand decision-makers in US organizations.

NEW FOR Q4 2017: THE UK CUSTOMER EXPERIENCE EMAIL DATABASE

This database will be available for solution providers wishing to email several thousand decision-makers in UK organizations.

Please contact smorrell@contactbabel.com if you wish to receive information about these email databases once they are available.



DISCOUNTS AVAILABLE FOR REPORT / DATABASE PACKAGES

Solution providers planning 2017-18 marketing expenditure may wish to consider a discounted package deal. We offer the following levels of discount:

Package value (£)	Discount level offered
£6,000 - £8,000	10%
£8,000 - £10,000	15%
£10,001 and above	20%

Payment terms:

28 days, although staggered / delayed invoicing will be considered if requested.

To discuss a package offer, or any other ContactBabel product further, please contact Steve Morrell on +44 (0)191 271 5269 or smorrell@contactbabel.com.