

Publication	Coverage	Title	Description	Cost
Jan 2019		The Inner Circle Guide to Artificial Intelligence, Chatbots & Machine Learning	<p>The definitive guide for contact centres and businesses researching AI in the customer contact space. UK &amp; US editions provided.</p> <p>Available for sponsorship by solution providers. Guaranteed 1,000+ downloads.</p>	Sponsorship: £500 - £4,250
Mar 2019		The Inner Circle Guide to Fraud Reduction and PCI Compliance v2	<p>The 2<sup>nd</sup> edition of the definitive guide for contact centres and businesses researching PCI compliance, payment card handling, customer authentication and fraud reduction in the customer contact space. UK &amp; US editions provided.</p> <p>Available for sponsorship by solution providers. Guaranteed 1,000+ downloads.</p>	Sponsorship: £500 - £4,250
Mar 2019		US Verticals	<p>Three in-depth studies of growth, technology and strategy in <b>Finance, Insurance</b> and <b>Retail</b> contact centres. Read by key decision-makers.</p> <p>Available for sponsorship by solution providers.</p>	Sponsorship: £2,750 per report
Mar 2019		UK Verticals (Series 2)	<p>Three in-depth studies of growth, technology and strategy in <b>Outsourcing, Telecoms</b> and <b>Utilities</b> contact centres. Read by key decision-makers.</p> <p>Available for sponsorship by solution providers.</p>	Sponsorship: £2,750 per report
May 2019		The 2019 US CX Decision-Makers' Guide	<p>The 2<sup>nd</sup> 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>	Sponsorship: £500 - £4,250

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Sep 2019	 	The Inner Circle Guide to Customer Interaction Analytics (4 <sup>th</sup> edition)	The definitive guide for contact centres and businesses researching voice and data analytics solutions. UK & US editions provided.  Available for sponsorship by solution providers. Guaranteed 1,000+ downloads.	Sponsorship: £500 - £4,250
Sep 2019		The 2019-20 US Contact Center Decision-Makers' Guide	The 11 <sup>th</sup> annual edition of the definitive guide to the operations, technology, HR, strategy and performance of US contact centres.  Specific solution-focused chapters are available for sponsorship by vendors.	Sponsorship: £500 - £5,750
Oct 2019		The 2019-20 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 2022.	Purchase: £295
Nov 2019		The 2019-20 UK Contact Centre Decision-Makers' Guide	The 17 <sup>th</sup> annual edition of the definitive guide to the operations, technology, HR, strategy and performance of UK contact centres.  Specific solution-focused chapters are available for sponsorship by vendors.	Sponsorship: £500 - £5,750

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Dec 2019		US Contact Centers 2020-2024: The State of the Industry & Technology Penetration	Industry size, structure & forecasts, including current and future technology penetration rates.	Purchase: £1,250
Dec 2019		UK Contact Centres 2020-2024: The State of the Industry & Technology Penetration	Industry size, structure & forecasts; current and future technology penetration rates.	Purchase: £1,250



## 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 c. 12,000 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](http://www.contactbabel.com/terms.cfm)

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

## DISCOUNTS AVAILABLE FOR REPORT / DATABASE PACKAGES

Solution providers planning 2019 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%
£8,001 - £10,000	15%
£10,001 and above	20%

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