















Publication	Coverage	Title	Description	Cost
Jan 2019		The Inner Circle Guide to Artificial Intelligence, Chatbots & Machine Learning	<p>The definitive guide for contact centers and businesses researching AI and associated solutions in the customer contact space. UK & US editions provided.</p> <p>Available for sponsorship by solution providers. Guaranteed 1,000+ downloads.</p>	Sponsorship: \$750 - \$5,750
Mar 2019		The Inner Circle Guide to Fraud Reduction and PCI Compliance v2	<p>The 2nd edition of the definitive guide for contact centers and organizations researching PCI compliance, payment card handling, customer authentication and fraud reduction in the customer contact space. US & UK editions provided.</p> <p>Available for sponsorship by solution providers. Guaranteed 1,000+ downloads.</p>	Sponsorship: \$750 - \$5,750
Mar 2019		US Verticals	<p>Three in-depth studies of growth, technology and strategy in Finance, Insurance and Retail contact centers. Read by key decision-makers.</p> <p>Available for sponsorship by solution providers.</p>	Sponsorship: \$3,750 per report
Mar 2019		UK Verticals (Series 2)	<p>Three in-depth studies of growth, technology and strategy in Outsourcing, Telecoms and Utilities contact centers. Read by key decision-makers.</p> <p>Available for sponsorship by solution providers.</p>	Sponsorship: \$3,750 per report
May 2019		The 2019 US CX Decision-Makers' Guide	<p>The 2nd 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: \$750 - \$5,750

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Sep 2019	 	The Inner Circle Guide to Customer Interaction Analytics (4 th edition)	The definitive guide for contact centers and businesses researching voice and data analytics solutions. US & UK editions provided. Available for sponsorship by solution providers. Guaranteed 1,000+ downloads.	Sponsorship: \$750 - \$5,750
Sep 2019		The 2019-20 US Contact Center Decision-Makers' Guide	The 11 th annual edition of the definitive guide to the operations, technology, HR, strategy and performance of US contact centers. Specific solution-focused chapters are available for sponsorship by vendors.	Sponsorship: \$750 - \$8,750
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: \$495



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Nov 2019		The 2019-20 UK Contact Centre Decision-Makers' Guide	The 17 th annual edition of the definitive guide to the operations, technology, HR, strategy and performance of UK contact centers. Specific solution-focused chapters are available for sponsorship by vendors.	Sponsorship: \$750 - \$8,750
Nov 2019		The UK Contact Centre HR & Operational Review 2019-20	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 2021.	Purchase: \$495
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: \$1,750
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: \$1,750



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 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)
- Address
- Region
- Postcode
- Web address
- Vertical Market
- Agent positions at this contact center
- UK agent positions
- Employees in organization
- Job Title
- Contact name
- E-mail (c. 80% of cases)
- Inbound / outbound activity
- Other UK contact centers
- Activity e.g. Customer Service, Sales, Helpdesk etc.

Pricing: £3,995 or USD equivalent

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.

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