

| Publication | Coverage | Title | Description | Cost |
|-------------|---|--|--|-----------------------------------|
| Sep 2018 |  | The 2018-19 US Contact Center Decision-Makers' Guide | <p>The 10th annual 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> | Sponsorship: £500 - £5,750 |
| Sep 2018 |  | The 2018-19 US Contact Center HR & Operational Review | <p>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 2021.</p> | Purchase: £295 |
| Sep 2018 |    | 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.</p> <p>Available for sponsorship by solution providers. Guaranteed 1,000+ downloads.</p> | Sponsorship: £500 - £4,250 |
| Oct 2018 |  | US Verticals | <p>Three in-depth studies of growth, technology and strategy in Finance, Insurance and Retail contact centres. Read by key decision-makers.</p> <p>Available for sponsorship by solution providers.</p> | Sponsorship: £2,750 per report |
| Oct 2018 |  | The 2018-19 UK Contact Centre Decision-Makers' Guide | <p>The 16th annual 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> | Sponsorship: £500 - £5,750 |

| Publication | Coverage | Title | Description | Cost |
|-------------|---|--|---|-----------------------------------|
| Nov 2018 |  | The UK Contact Centre HR & Operational Review 2018-19 | 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: £295 |
| Nov 2018 |  | UK Verticals (Series 2) | Three in-depth studies of growth, technology and strategy in Outsourcing, Telecoms and Utilities contact centres. Read by key decision-makers. Available for sponsorship by solution providers. | Sponsorship: £2,750 per report |
| Dec 2018 |    | The Inner Circle Guide to PCI Compliance and Fraud Reduction v2 | The definitive guide for contact centres and businesses researching PCI compliance, payment card handling and fraud reduction in the customer contact space. Available for sponsorship by solution providers. Guaranteed 1,000+ downloads. | Sponsorship: £500 - £4,250 |
| Dec 2018 |  | US Contact Centers 2018-2022: The State of the Industry & Technology Penetration | Industry size, structure & forecasts, including current and future technology penetration rates. | Purchase: £1,250 |
| Dec 2018 |  | UK Contact Centres 2018-2022: 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. 4,300 UK customer contact operations and c. 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.

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| Package value (£) | Discount level offered |
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| £8,001 - £10,000 | 15% |
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