

Publication	Coverage	Title	Description	Cost
Sep 2018		The 2018-19 US Contact Center Decision-Makers' Guide	The 10 th 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
Sep 2018		The 2018-19 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 2021.	Purchase: \$495
Sep 2018	  	The Inner Circle Guide to Artificial Intelligence. Chatbots & Machine Learning	The definitive guide for contact centers and businesses researching AI in the customer contact space. Available for sponsorship by solution providers. Guaranteed 1,000+ downloads.	Sponsorship: \$750 - \$5,750
Oct 2018		US Verticals	Three in-depth studies of growth, technology and strategy in Finance, Insurance and Retail contact centres. Read by key decision-makers. Available for sponsorship by solution providers.	Sponsorship: \$3,750 per report
Oct 2018		The 2018-19 UK Contact Center Decision-Makers' Guide	The 16 th 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

Publication	Coverage	Title	Description	Cost
Nov 2018		The UK Contact Center 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: \$495
Oct 2018		UK Verticals (Series 2)	Three in-depth studies of growth, technology and strategy in Outsourcing, Telecoms and Utilities contact centers. Read by key decision-makers. Available for sponsorship by solution providers.	Sponsorship: \$3,750 per report
Dec 2018	  	The Inner Circle Guide to PCI Compliance and Fraud Reduction v2	The definitive guide for contact centers 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: \$750 - \$5,750
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: \$1,750
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: \$1,750



THE UK CONTACT CENTER DIRECTORY

Also available: **The UK Contact Centre Directory** is an Excel database currently detailing c. 4,000 UK customer contact operations and c. 13,000 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 center
- UK agent positions
- Employees in organization
- Job Title
- Contact name
- E-mail (c. 85% of cases)
- Inbound / outbound activity
- Other UK contact centers

Pricing: £3,995 + VAT (c. \$5,500).

Extracts of the UK Contact Center Directory are available on a bespoke basis (e.g. specific vertical markets, size bands, regions, job titles, etc.) on request, charged at 80p (c. \$1.10) per location, plus 25p (c. 35c) 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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