

# THE UK CONTACT CENTRE DIRECTORY SPECIFICATION SHEET

**Edition:** 27<sup>th</sup> (January 2016)

**Research carried out:** Telephone interviews Oct 15 - Jan 16. Live email testing Dec 15 – Jan 16.

**Description:** Database of 3,955 UK contact centres and their 14,280 operational and senior management.

**Table 1: Contact centre locations by vertical market**

Vertical market	Locations
Engineering & Construction	47
Entertainment & Leisure	112
Finance	410
Food & Drink	95
Housing	86
IT	306
Manufacturing	397
Medical	97
Motoring	94
Outsourcing & Telemarketing	243
Printing & Publishing	155
Public Services	647
Recruitment & Training	45
Retail & Distribution	401
Services	406
Telecoms	93
Transport & Travel	228
Utilities	93
<b>Total</b>	<b>3,955</b>

**Table 2: Contacts by vertical market**

Vertical market	Contacts
Engineering & Construction	142
Entertainment & Leisure	369
Finance	1,414
Food & Drink	309
Housing	263
IT	993
Manufacturing	1,476
Medical	269
Motoring	356
Outsourcing & Telemarketing	732
Printing & Publishing	532
Public Services	2,869
Recruitment & Training	112
Retail & Distribution	1,536
Services	1,305
Telecoms	292
Transport & Travel	927
Utilities	384
<b>Total</b>	<b>14,280</b>

**Table 3: Contact centre locations by agent positions**

Agent positions	Locations
<6	240
6-10	685
11-24	1,013
25-50	681
50-100	461
100-150	156
150-200	94
200-250	72
250-500	137
500-1000	62
1000+	45
Undisclosed	309
<b>Total</b>	<b>3,955</b>

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**Table 4: Contacts by job title /role and email**

Job title / role	Contacts	Emails
Contact centre manager or equivalent	2,553	2,093
Contact centre director or equivalent	732	633
HR manager	1,778	1,481
Training manager	892	751
IT manager	1,902	1,667
Equipment buyer / Facilities Manager	1,147	997
Telephony Manager	486	424
Customer Experience Mgr/Dir	423	360
Other contacts	762	516
MD / CEO	1,001	829
Senior Operations Contact	365	316
Senior IT Contact	391	331
Senior Finance Contact	438	373
Senior HR Contact	368	290
Senior Customer Service Contact	353	277
Senior Marketing Contact	314	275
Senior Sales Contact	244	203
Other senior contacts	131	113
<b>Total</b>	<b>14,280</b>	<b>11,929</b>

NB: email accuracy cannot be guaranteed.

**Table 5: Contacts by overall UK agent positions**

UK contact centre agent positions	Contacts
<50	5,176
50-100	1,997
100-250	1,647
250-500	770
500-1,000	498
1,000+	904
Undisclosed	3,156
Undisclosed (but reporting 10+ seats)	132
<b>Total</b>	<b>14,280</b>

**Fields:**

- Company name
- Telephone number
- Fax number
- Address
- Region
- Postcode
- Web address
- Vertical Market
- Agent positions at this contact centre
- UK agent positions
- Employees in organisation
- Job Title
- Contact name
- E-mail (c. 84% of cases)
- Telephone System manufacturer (NB legacy data, cannot be verified)
- Inbound / outbound activity
- Other UK contact centres
- Activity e.g. Customer Service, Sales, Helpdesk etc

**Pricing:**

A 12-month subscription to the entire UK Contact Centre Directory, including all updates for 12 months, costs **£3,995 + VAT**.

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

**Minimum order value:** None

**Maximum order value:** £3,995 + VAT

**Cost of count / delivery:** None

**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

**Specification correct as of:** 12<sup>th</sup> January 2016.  
 All figures subject to change without notice.

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