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Jan 2018		US Contact Centres 2018-2022: The State of the Industry & Technology Penetration Rates	Industry size, structure & forecasts, including current and future technology penetration rates.	Purchase: £1,250
Jan 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
Mar 2018		The 2018 European Contact Centre Decision-Makers' Guide	Salaries, attrition, absence; operational benchmarking metrics, omnichannel, cloud, CX & technology usage of European contact centres. Available for sponsorship by solution providers.	Sponsorship: £2,750
Apr 2018		UK Verticals	Three in-depth studies of growth, technology and strategy in Finance, Insurance & Retail contact centres. Read by key decision-makers. Available for sponsorship by solution providers.	Sponsorship: £2,750 per report
Apr 2018		The 2018 US CX Decision-Makers' Guide	The 1 st 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. Specific solution-focused chapters are available for sponsorship by solution providers.	Sponsorship: £500 - £4,250
May 2018		US Verticals	Three in-depth studies of growth, technology and strategy in Finance, Insurance & Retail contact centres. Read by key decision-makers. Available for sponsorship by solution providers.	Sponsorship: £2,750 per report

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Jun 2018		The 2018 UK CX Decision-Makers' Guide	<p>The 1st edition of the definitive guide to UK 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> <p>Specific solution-focused chapters are available for sponsorship by solution providers.</p>	Sponsorship: £500 - £4,250
Jun 2018	  	The Inner Circle Guide to Omnichannel (2 nd edition)	<p>Over 2,500 organisations have downloaded the previous edition of this report (including its Multichannel predecessor), making it the most popular of the Inner Circle Guides.</p> <p>Available for sponsorship by solution providers. Guaranteed 1,000+ downloads.</p>	Sponsorship: £500 - £4,250
Jul 2018		The 2018-19 US Contact Center Decision-Makers' Guide	<p>The 10th 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
Jul 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

Publication	Coverage	Title	Description	Cost
Sep 2018	  	The Inner Circle Guide to Artificial Intelligence & 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		The 2018-19 UK Contact Centre Decision-Makers' Guide	<p>The 15th 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
Nov 2018		The UK Contact Centre HR & Operational Review 2018-19	<p>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.</p>	Purchase: £295



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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