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Jan 2018		US Contact Centers 2018-2022: The State of the Industry & Technology Penetration Rates	Industry size, structure & forecasts, including current and future technology penetration rates.	Purchase: \$1,750
Jan 2018		UK Contact Centers 2018-2022: The State of the Industry & Technology Penetration	Industry size, structure & forecasts; current and future technology penetration rates.	Purchase: \$1,750
Mar 2018		The 2018 European Contact Center Decision-Makers' Guide	Salaries, attrition, absence; operational benchmarking metrics, omnichannel, cloud, CX & technology usage of European contact centers. Available for sponsorship by solution providers.	Sponsorship: \$3,750
Apr 2018		UK Verticals	Three in-depth studies of growth, technology and strategy in Finance, Insurance & Retail contact centers. Read by key decision-makers. Available for sponsorship by solution providers.	Sponsorship: \$3,750 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.	Sponsorship: \$750 - \$5,750
May 2018		US Verticals	Three in-depth studies of growth, technology and strategy in Finance, Insurance & Retail contact centers. Read by key decision-makers. Available for sponsorship by solution providers.	Sponsorship: \$3,750 per report

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Jun 2018		The 2018 UK CX Decision-Makers' Guide	The 1 st 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.	Sponsorship: \$750 - \$5,750
Jun 2018	  	The Inner Circle Guide to Omnichannel (2 nd edition)	Over 2,500 organizations have downloaded the previous edition of this report (including its Multichannel predecessor), making it the most popular of the Inner Circle Guides. Available for sponsorship by solution providers. Guaranteed 1,000+ downloads.	Sponsorship: \$750 - \$5,750
Jul 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
Jul 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

Publication	Coverage	Title	Description	Cost
Sep 2018	  	The Inner Circle Guide to Artificial Intelligence & Machine Learning	<p>The definitive guide for contact centers and businesses researching AI in the customer contact space.</p> <p>Available for sponsorship by solution providers. Guaranteed 1,000+ downloads.</p>	Sponsorship: \$750 - \$5,750
Oct 2018		The 2018-19 UK Contact Center Decision-Makers' Guide	<p>The 15th edition of the definitive guide to the operations, technology, HR, strategy and performance of UK contact centers.</p> <p>Specific solution-focused chapters are available for sponsorship by vendors.</p>	Sponsorship: \$750 - \$8,750
Nov 2018		The UK Contact Center 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: \$495



THE UK CONTACT CENTER DIRECTORY

Also available: **The UK Contact Center 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 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: \$5,995 + VAT.

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 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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\$12,001 - \$15,000	15%
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