

THE UK CONTACT CENTRE DIRECTORY SPECIFICATION SHEET

Edition: 34th (June 2023)

Description: The UK Contact Centre Directory is a database of UK contact centres used for sales and marketing. The database has contact details for 12,364 operational and senior manager and directors.

Table 1: Contacts by vertical market

Vertical market	Contacts
Engineering & Construction	177
Entertainment & Leisure	371
Finance	1,691
Food & Drink	353
Housing	277
IT	784
Manufacturing	1,024
Medical	472
Motoring	272
Outsourcing & Telemarketing	494
Printing & Publishing	285
Public Services	1,182
Recruitment & Training	112
Retail & Distribution	1,354
Services	1,848
Telecoms	421
Transport & Travel	833
Utilities	414
Total	12,364

Table 3: Contacts by agent positions

Agent positions at that location	Contacts
<6	477
6-10	1,023
11-24	1,721
25-50	1,210
50-100	941
100-150	584
150-200	206
200-250	215
250-500	415
500-1000	235
1000+	557
Undisclosed	4,780
Total	12,364

Table 4: Contacts by job title /role

Job title / role	Contacts
Contact centre manager or equivalent	1,683
Contact centre director or equivalent	654
HR manager	434
Training manager	231
IT manager	681
Equipment buyer / Facilities Manager	397
Telephony Manager	127
Customer Experience / CRM - Mgr/Dir	1,489
Other contacts	1,728
MD / CEO	947
Senior Operations Contact	737
Senior IT Contact	1,347
Senior Finance Contact	185
Senior HR Contact	179
Senior Customer Service Contact	269
Senior Marketing Contact	491
Senior Sales Contact	220
Other senior contacts	565
Total	12,364



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GDPR notice: The UK Contact Centre Directory has never been opt-in / consent-based, and cannot be as this would require knowing who the clients are in advance. Users of the Directory should consider using 'Direct marketing as a legitimate interest' rather than consent in order to use it lawfully under GDPR. ContactBabel has carried out a legitimate interest assessment as recommended by the ICO and DMA for the Directory, which is available upon request.

While [PECR](#) is still in place, sending emails to UK business clients seems allowable without opt-in (see clauses 142-145). The EU ePrivacy Regulation may change that depending on the final text and UK adoption, but GDPR itself relates to the holding and processing of the data, rather than relating to direct marketing. Please note that this is our interpretation of the law based on what we have read, and does not constitute binding legal advice.

Fields:

- Company name
- Telephone number
- Address
- Region
- Postcode
- Web address
- Vertical Market
- Agent positions at this contact centre
- UK agent positions
- Job Title
- Contact name
- E-mail (c. 99% of cases)
- LinkedIn profile URL (c. 80% cases)

Pricing:

A 12-month subscription to the entire UK Contact Centre Directory, including all updates for 12 months, costs **£4,500 + 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). Named contacts are charged at £0.45 each. Email smorrell@contactbabel.com for quote.

Minimum order value: None

Maximum order value: capped at £4,500 + VAT

Cost of count / delivery: None

Terms: unlimited usage for 12 month period. See www.contactbabel.com/privacy for terms of use (bottom of page).

Delivery format: immediate, as Microsoft Excel or CSV file

Specification correct as of: June 28th 2023. All figures subject to change without notice.

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