













Publication	Coverage	Title	Description	Cost
Jan 2022		The 2022 US Contact Centre 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 2024. Not available for sponsorship.	Purchase: \$495
Jan 2022		The UK Contact Centre HR & Operational Review 2022	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 2024. Not available for sponsorship.	Purchase: \$495
Jan 2022		US Contact Centers 2022-2026: The State of the Industry & Technology Penetration	Industry size, structure & forecasts, including current and future technology penetration rates. Not available for sponsorship.	Purchase: \$1,750
Jan 2022		UK Contact Centres 2022-2026: The State of the Industry & Technology Penetration	Industry size, structure & forecasts; current and future technology penetration rates. Not available for sponsorship.	Purchase: \$1,750
May 2022	 	The Inner Circle Guide to AI-Enabled Self-Service (4 th edition)	The definitive guide for contact centers and businesses researching self-service solutions. UK & US editions provided. Available for sponsorship by solution providers. Sponsors will receive report downloader details for 24 months.	Sponsorship: \$750 - \$6,000
Jun 2022	 	The Inner Circle Guide to Cloud-based Contact Center Solutions (5 th edition)	The definitive guide for contact centers and businesses researching cloud-based contact center solutions. UK & US editions provided. Available for sponsorship by solution providers. Sponsors will receive report downloader details for 24 months.	Sponsorship: \$750 - \$6,000

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Jun 2022		The Inner Circle Guide to First Contact Resolution (2 nd edition)	<p>The definitive guide for contact centers and businesses researching ways to improve the most important CX metric: First Contact Resolution. UK & US editions provided.</p> <p>Available for sponsorship by solution providers. Sponsors will receive report downloader details for 24 months.</p>	Sponsorship: \$750 - \$6,000
Jun 2022		The 2022-23 Australian and New Zealand Contact Centre Decision-Makers' Guide (1 st edition)	<p>The 1st annual edition of the definitive guide to the operations, technology, HR, strategy and performance of Australian and New Zealand contact centers.</p> <p>Available for sponsorship by solution providers. Sponsors will receive report downloader details for 12 months.</p>	Sponsorship: \$750 - \$6,000
Sep 2022		The 2022-23 US CX Decision-Makers' Guide	<p>The 5th 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.</p>	Sponsorship: \$750 - \$6,000
Sep 2022		The 2022-23 UK CX Decision-Makers' Guide	<p>The 5th 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>	Sponsorship: \$750 - \$6,000
Sep 2022		The Inner Circle Guide to Workforce Optimization (3 rd edition)	<p>The definitive guide for contact centers and businesses researching WFO solutions (including WFM, quality, performance and analytics). UK & US editions provided.</p> <p>Available for sponsorship by solution providers. Sponsors will receive report downloader details for 24 months.</p>	Sponsorship: \$750 - \$6,000



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Oct 2022	 	The Inner Circle Guide to the Voice of the Customer (2 nd edition)	<p>The definitive guide for contact centers and businesses researching solutions and methods to understand and improve customer motivations, expectation and experience. UK & US editions provided.</p> <p>Available for sponsorship by solution providers. Sponsors will receive report downloader details for 24 months.</p>	Sponsorship: \$750 - \$6,000
Jan 2023		The 2023 UK Contact Centre Decision-Makers' Guide	<p>The 20th annual edition of the definitive guide to the operations, technology, HR, strategy and performance of US contact centers.</p> <p>Specific solution-focused chapters are available for sponsorship by vendors.</p>	Sponsorship: \$750 - \$8,750
Jan 2023		The 2023 US Contact Centre Decision-Makers' Guide	<p>The 15th annual edition of the definitive guide to the operations, technology, HR, strategy and performance of US contact centers.</p> <p>Specific solution-focused chapters are available for sponsorship by vendors.</p>	Sponsorship: \$750 - \$8,750



THE UK CONTACT CENTRE DIRECTORY

Also available: **The UK Contact Centre Directory** is an Excel database currently detailing c. 4,500 UK customer contact operations and c. 16,000 key personnel. It is available for rental as a whole or in part, and is updated at least once each year.

Fields:

- Company name
- Company telephone number(s)
- 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)
- Social media business profile (c. 43% of cases)
- Inbound / outbound activity
- Other UK contact centers
- Activity e.g. Customer Service, Sales, Helpdesk etc.

Pricing: £4,500 + VAT (or USD equivalent)

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 45p per named contact. Price capped at maximum of £4,500.

Terms: unlimited usage for 12-month period - www.contactbabel.com/terms.cfm

Delivery format: as Microsoft Excel or CSV file, emailed upon receipt of order

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