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Sep 2022		The 2022-23 US CX Decision-Makers' Guide	The 5 th annual 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 - \$6,000
Sep 2022		The 2022-23 UK CX Decision-Makers' Guide	The 5 th annual 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 - \$6,000
Sep 2022	 	The Inner Circle Guide to Workforce Optimization (3 rd edition)	The definitive guide for contact centers and businesses researching WFO solutions (including WFM, quality, performance and analytics). UK & US editions provided. Available for sponsorship by solution providers. Sponsors will receive report downloader details for 24 months.	Sponsorship: \$750 - \$6,000
Oct 2022	 	The Inner Circle Guide to the Voice of the Customer (2 nd edition)	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. Available for sponsorship by solution providers. Sponsors will receive report downloader details for 24 months.	Sponsorship: \$750 - \$6,000
Jan 2023		The 2023 UK Contact Centre Decision-Makers' Guide	The 20 th annual 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

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Jan 2023		The 2023 US Contact Centre Decision-Makers' Guide	The 15 th annual 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
Jan 2023		The UK Contact Centre HR & Operational Review 2023	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 2025. Not available for sponsorship.	Purchase: \$495
Jan 2023		The 2023 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 2025. Not available for sponsorship.	Purchase: \$495
Jan 2023		US Contact Centers 2023-2027: The State of the Industry & Technology Penetration	Industry size, structure & forecasts, including current and future technology penetration rates. Not available for sponsorship.	Purchase: \$1,875
Jan 2023		UK Contact Centres 2023-2027: The State of the Industry & Technology Penetration	Industry size, structure & forecasts; current and future technology penetration rates. Not available for sponsorship.	Purchase: \$1,875
May 2023	 	The Inner Circle Guide to AI, Chatbots & Machine Learning (3 rd edition)	The definitive guide for contact centers and businesses researching AI and associated solutions in the customer contact space. 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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Apr 2023		The UK Verticals series	<p>Four in-depth studies of growth, technology and strategy in Communications, Manufacturing, Public Sector and Utilities UK contact centers. Read by key decision-makers.</p> <p>Available for sponsorship by solution providers. Sponsors will receive report downloader details for 24 months.</p>	Sponsorship: \$3,950 per report
Apr 2023		The US Verticals Series	<p>Five in-depth studies of growth, technology and strategy in Communications, Manufacturing, Outsourcing, Public Sector and Utilities contact centers. Read by key decision-makers.</p> <p>Available for sponsorship by solution providers. Sponsors will receive report downloader details for 24 months.</p>	Sponsorship: \$3,950 per report
May 2023		The Inner Circle Guide to Customer Engagement & Personalization (2 nd edition)	<p>The definitive guide for contact centers and businesses looking to understand how to improve customer engagement, loyalty and positive emotion through personalization and superior customer care practices and solutions. 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 2023		The Inner Circle Guide to Video and Next-Generation Customer Contact (2 nd edition)	<p>The definitive guide for contact centers and businesses looking to understand how to engage with customers through new channels and technologies, especially video collaboration, co-browse and upcoming channels. 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

Publication	Coverage	Title	Description	Cost
Jul 2023		The Inner Circle Guide to Omnichannel (3 rd edition)	<p>The definitive guide for contact centers and businesses researching omnichannel and digital transformation. Includes sections on email, web chat, social, mobile and messaging. 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
Jul 2023		The 2023-24 Australian & New Zealand Contact Centre Decision-Makers' Guide	The 3 rd annual edition of the definitive guide to the operations, technology, HR, strategy and performance of ANZ contact centers.	Sponsorship: \$750 - \$6,000
Sep 2023		The 2023-24 US CX Decision-Makers' Guide	The 6 th annual 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 - \$6,000
Sep 2023		The 2023-24 UK CX Decision-Makers' Guide	The 6 th annual 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 - \$6,000



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Oct 2023	 	The Inner Circle Guide to Customer Interaction Analytics (6 th edition)	<p>The definitive guide for contact centers and businesses researching voice and data analytics solutions. Includes real-time and post-call speech analytics, desktop analytics, text analytics, back-office analytics and customer journey 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
Nov 2023	 	The Inner Circle Guide to Agent Engagement & Empowerment (2 nd edition)	<p>The definitive guide for contact centers and businesses researching agent engagement strategies, processes and solutions. 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



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
- Job Title
- Contact name
- E-mail (c. 88% of cases)
- Social media business profile (c. 45% of cases)

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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\$18,001 and above	20%

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