


















Publication	Coverage	Title	Description	Cost
Apr 2023		The UK Verticals series	<p>Eight in-depth studies of growth, technology and strategy in Communications, Finance, Insurance, Manufacturing, Outsourcing, Public Sector, Retail & Distribution and Utilities UK contact centres. Read by key decision-makers.</p> <p>Available for sponsorship by solution providers. Sponsors will receive report downloader details for 24 months.</p>	Sponsorship: £2,950 per report
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May 2023	 	The Inner Circle Guide to Customer Engagement & Personalisation (2 nd edition)	<p>The definitive guide for contact centres and businesses looking to understand how to improve customer engagement, loyalty and positive emotion through personalisation 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: £500 - £4,500
May 2023		Exceeding UK Customer Expectations 2023-24	<p>A new ContactBabel report, based on interviews with 1,000 UK customers. The report will identify customers' issues and problems when contacting organisations, and then suggest the solutions and processes that businesses could consider to solve these.</p> <p>Available for sponsorship by solution providers. Sponsors will receive report downloader details for 12 months.</p>	Sponsorship: £500 - £4,500





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Jun 2023		The Inner Circle Guide to Video and Next-Generation Customer Contact (2 nd edition)	<p>The definitive guide for contact centres 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: £500 - £4,500
Jul 2023		The Inner Circle Guide to Omnichannel (4 th edition)	<p>The definitive guide for contact centres 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: £500 - £4,500
Aug 2023		The 2023-24 Australian & New Zealand Contact Centre Decision-Makers' Guide	<p>The 3rd annual edition of the definitive guide to the operations, technology, HR, strategy and performance of ANZ contact centres.</p> <p>Available for sponsorship by solution providers. Sponsors will receive report downloader details for 24 months.</p>	Sponsorship: £500 - £4,500



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Sep 2023		The 2023-24 US CX Decision-Makers' Guide	<p>The 6th 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.</p> <p>Available for sponsorship by solution providers. Sponsors will receive report downloader details for 12 months.</p>	Sponsorship: £500 - £4,500
Sep 2023		The 2023-24 UK CX Decision-Makers' Guide	<p>The 6th 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.</p> <p>Available for sponsorship by solution providers. Sponsors will receive report downloader details for 12 months.</p>	Sponsorship: £500 - £4,500
Oct 2023	 	The Inner Circle Guide to Customer Interaction Analytics (6 th edition)	<p>The definitive guide for contact centres 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: £500 - £4,500
Nov 2023	 	The Inner Circle Guide to Agent Engagement & Empowerment (2 nd edition)	<p>The definitive guide for contact centres 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: £500 - £4,500



Publication	Coverage	Title	Description	Cost
Jan 2024		The 2024 UK Contact Centre Decision-Makers' Guide	<p>The 21st annual 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. Sponsors will receive report downloader details for 12 months.</p>	Sponsorship: £500 - £6,000
Jan 2024		The 2024 US Contact Centre Decision-Makers' Guide	<p>The 16th annual 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. Sponsors will receive report downloader details for 12 months.</p>	Sponsorship: £500 - £6,000

**For more detail on any of these reports,
please visit www.contactbabel.com/solution-providers
or email info@contactbabel.com.**



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 centre
- 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

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/privacy

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

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£9,001 - £15,000	15%
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