

















Publication	Coverage	Title	Description	Cost
Apr 2023		The UK Verticals series	<p>Eight in-depth studies of growth, technology and strategy in <b>Communications, Finance, Insurance, Manufacturing, Outsourcing, Public Sector, Retail &amp; Distribution</b> and <b>Utilities</b> 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: \$3,750 per report
Apr 2023		The US Verticals Series	<p>Eight in-depth studies of growth, technology and strategy in <b>Communications, Finance, Healthcare, Insurance, Manufacturing, Outsourcing, Public Sector</b> and <b>Retail &amp; Distribution</b> 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: \$3,750 per report
May 2023	 	The Inner Circle Guide to Customer Engagement & Personalization (2 <sup>nd</sup> 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 &amp; 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
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 organizations, 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: \$750 - \$6,000





Publication	Coverage	Title	Description	Cost
May 2023		Exceeding US Customer Expectations 2023-24	<p>A new ContactBabel report, based on interviews with 1,000 US customers. The report will identify customers' issues and problems when contacting organizations, 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: \$750 - \$6,000
Jun 2023	 	The Inner Circle Guide to Video and Next-Generation Customer Contact (2 <sup>nd</sup> 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 &amp; 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 Inner Circle Guide to Omnichannel (4 <sup>th</sup> 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 &amp; 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
Aug 2023	 	The 2023-24 Australian & New Zealand Contact Centre Decision-Makers' Guide	<p>The 3<sup>rd</sup> annual edition of the definitive guide to the operations, technology, HR, strategy and performance of ANZ contact centers.</p> <p>Available for sponsorship by solution providers. Sponsors will receive report downloader details for 12 months.</p>	Sponsorship: \$750 - \$6,000



Publication	Coverage	Title	Description	Cost
Sep 2023		The 2023-24 US CX Decision-Makers' Guide	<p>The 6<sup>th</sup> 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: \$750 - \$6,000
Sep 2023		The 2023-24 UK CX Decision-Makers' Guide	<p>The 6<sup>th</sup> 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: \$750 - \$6,000
Oct 2023	 	The Inner Circle Guide to Customer Interaction Analytics (6 <sup>th</sup> 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 &amp; 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 <sup>nd</sup> edition)	<p>The definitive guide for contact centers and businesses researching agent engagement strategies, processes and solutions. UK &amp; 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
Jan 2023		The 2023 UK Contact Centre Decision-Makers' Guide	<p>The 21<sup>st</sup> 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. Sponsors will receive report downloader details for 12 months.</p>	Sponsorship: \$750 - \$8,750
Jan 2023		The 2023 US Contact Centre Decision-Makers' Guide	<p>The 16<sup>th</sup> 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. Sponsors will receive report downloader details for 12 months.</p>	Sponsorship: \$750 - \$8,750

**For more detail on any of these reports,**  
**please visit [www.contactbabel.com/solution-providers](http://www.contactbabel.com/solution-providers)**  
**or email [info@contactbabel.com](mailto: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 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/privacy](http://www.contactbabel.com/privacy)

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

## DISCOUNTS AVAILABLE FOR REPORT / DATABASE PACKAGES

Solution providers planning their annual marketing may wish to consider a discounted package deal. We offer the following levels of discount:

Package value (\$)	Discount level offered
\$9,000 - \$12,500	10%
\$12,501 - \$18,000	15%
\$18,001 and above	20%

**To discuss a package offer, or any other ContactBabel product further, please contact**

**Steve Morrell on +44 (0)1434 682244 or [smorrell@contactbabel.com](mailto:smorrell@contactbabel.com).**