



UK Contact Centres: 2025-2029

The State of the Industry
& Technology Penetration
(22nd edition)

— The reality of your market
today – and in the future

Report contents

- ✓ 96 charts and data tables show the size, structure and future of your market
- ✓ Based on ongoing primary research surveys with thousands of UK contact centres
- ✓ Unique historical data from 1995 onwards, with forecasts to the beginning of 2029



Published April 2025

Report contents overview

Vertical markets covered for market sizing

- ✓ Communications
- ✓ Engineering & Construction
- ✓ Finance
- ✓ Food & Drink
- ✓ Housing Associations
- ✓ Insurance
- ✓ IT
- ✓ Manufacturing
- ✓ Medical
- ✓ Motoring
- ✓ Outsourcing & Telemarketing
- ✓ Printing and Publishing
- ✓ Public Services
- ✓ Retail & Distribution
- ✓ Services
- ✓ Transport & Travel
- ✓ Utilities

Size bands

- ✓ 10-25 seats
- ✓ 26-50 seats
- ✓ 51-100 seats
- ✓ 101-250 seats
- ✓ 251-500 seats
- ✓ 501-1,000 seats,
- ✓ 1,000+ seats

Readership

This report gives market sizing and forecasts of the UK contact centre industry, including agent positions, contact centres and technology usage. Typical readers include:

- ✓ Contact centre solution providers
- ✓ Outsourcing / BPOs
- ✓ Venture capital firms
- ✓ CX and contact centre leadership
- ✓ New entrants to the UK contact centre industry
- ✓ Industry consultants

Report contents

The report is divided into 8 sections

01 Market Sizing

Measures the number of contact centres and agent positions by:

- ✓ Contact centre size band
- ✓ Vertical market
- ✓ Vertical market within size bands

02 Geographical Location

- ✓ Agent positions by region
- ✓ Contact centres by region
- ✓ Average contact centre size by region

03 Employment

- ✓ Contact centre employment by vertical market
- ✓ Predicted net change in jobs 2024-2028 by vertical market
- ✓ Contact centre employment by region
- ✓ Employment forecasts by region, 2024-2028
- ✓ Employment by contact centre size band
- ✓ Likely effects of the pandemic on vertical markets and their contact centres

04 Market Forecasts to the beginning of 2029

- ✓ UK contact centres, 1995-2028
- ✓ UK agent positions, 1995-2028
- ✓ Vertical market forecasts for contact centres and agent positions end-2028
- ✓ Drivers for change by vertical market

05 Inbound and Outbound Calling

- ✓ Outbound activity and inbound/outbound agent positions
- ✓ Segmented by contact centre size and vertical market

06 Virtual Contact Centres and Homeworking

- ✓ The virtualisation of multisite contact centres
- ✓ Benefits & inhibitors to virtualisation
- ✓ Current & future use of homeworking

07 Multichannel Customer Contact

- ✓ Contact centre inbound interactions by channel, 2006-2028 (email, voice, self-service, social media, web chat, letters, SMS/ messaging)
- ✓ Relative changes in inbound channels

08 Technology Penetration

- ✓ Current use, plans for replacement and planned implementation timescales
- ✓ End-2024 and end-2028 penetration rates
- ✓ Segmented by vertical market and contact centre size

12 technologies:

1. Artificial Intelligence
2. Automated Speech Recognition
3. DTMF IVR
4. Email Management Systems
5. Gamification
6. Interaction Analytics
7. Interaction Recording
8. Management Information Systems
9. Mobile Customer Service Apps
10. Outbound Dialling
11. Web Chat
12. Workforce Management Systems

- ✓ Use of Cloud in 2025

Order UK Contact Centres

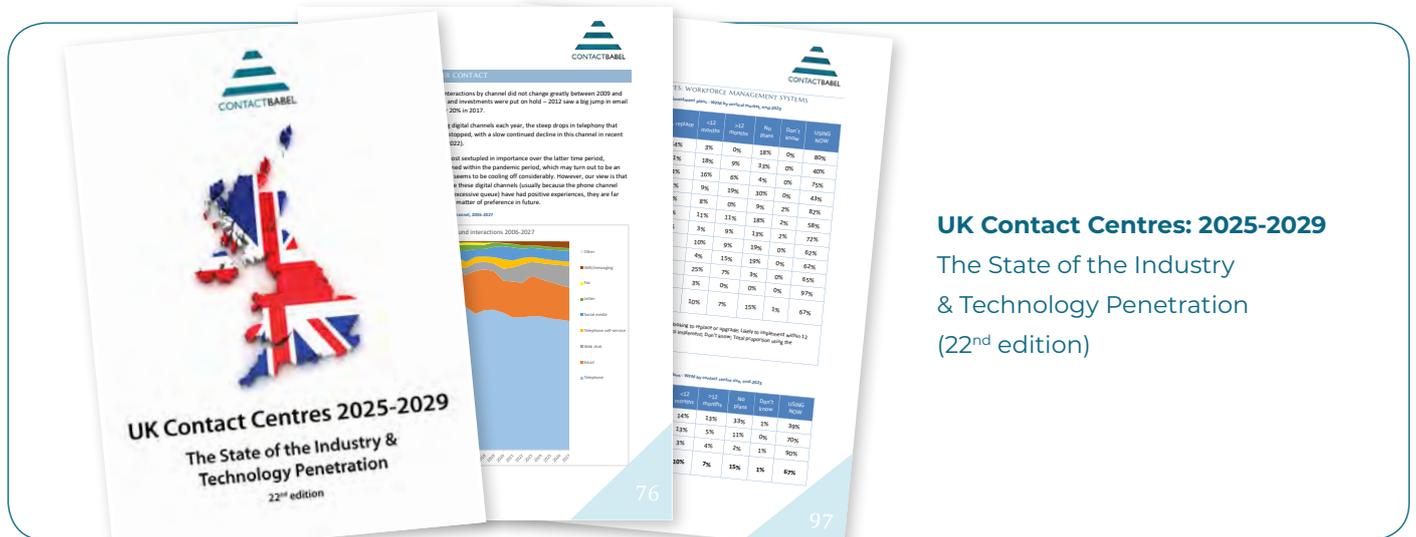


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The State of the Industry & Technology Penetration**

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£1,395

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