

UK CONTACT CENTRE DIRECTORY - SPECIFICATIONS

Edition: 36th (September 2025)

Description: The UK Contact Centre Directory is a database of UK contact centres used for sales and marketing. The database has contact details for 13,984 operational and senior manager and directors.

Table 1: Contacts by vertical market

| Vertical market | Contacts |
|-----------------------------|---------------|
| Engineering & Construction | 266 |
| Entertainment & Leisure | 428 |
| Finance | 1,951 |
| Food & Drink | 362 |
| Housing | 420 |
| IT | 908 |
| Manufacturing | 1,010 |
| Medical | 597 |
| Motoring | 238 |
| Outsourcing & Telemarketing | 480 |
| Printing & Publishing | 285 |
| Public Services | 1,046 |
| Recruitment & Training | 113 |
| Retail & Distribution | 1,341 |
| Services | 2,399 |
| Telecoms | 404 |
| Transport & Travel | 827 |
| Utilities | 461 |
| Total | 13,536 |

Table 2: Contacts by agent positions (where reported)

| Agent positions at that location | Contacts |
|----------------------------------|---------------|
| <6 | 427 |
| 6-10 | 887 |
| 11-24 | 1,589 |
| 25-50 | 1,077 |
| 50-100 | 918 |
| 100-150 | 586 |
| 150-200 | 205 |
| 200-250 | 197 |
| 250-500 | 447 |
| 500-1000 | 234 |
| 1000+ | 615 |
| Undisclosed / unreported | 6,354 |
| Total | 13,536 |

Table 3: Contacts by job title /role

| Job title / role | Contacts |
|---------------------------------------|---------------|
| Contact centre manager or equivalent | 1,345 |
| Contact centre director or equivalent | 457 |
| HR manager | 279 |
| Training manager | 157 |
| IT manager | 495 |
| Equipment buyer / Facilities Manager | 279 |
| Telephony Manager | 87 |
| Customer Experience Mgr/Dir | 1,397 |
| Other contacts | 1,291 |
| MD / CEO | 680 |
| Senior Operations Contact | 4,483 |
| Senior IT Contact | 968 |
| Senior Finance Contact | 119 |
| Senior HR Contact | 117 |
| Senior Customer Service Contact | 444 |
| Senior Marketing Contact | 349 |
| Senior Sales Contact | 150 |
| Other senior contacts | 439 |
| Total | 13,536 |



THE UK CONTACT CENTRE DIRECTORY - SPECIFICATION SHEET

GDPR notice: The UK Contact Centre Directory has never been opt-in / consent-based, and cannot be as this would require knowing who the clients are in advance.

Users of the Directory should consider using 'Direct marketing as a legitimate interest' rather than consent in order to use it lawfully under GDPR. ContactBabel has carried out a legitimate interest assessment as recommended by the ICO and DMA for the Directory, which is available upon request.

While [PECR](#) is still in place, sending emails to UK business clients seems allowable without opt-in (see clauses 142-145). The EU ePrivacy Regulation may change that depending on the final text and UK adoption, but GDPR itself relates to the holding and processing of the data, rather than relating to direct marketing. Please note that this is our interpretation of the law based on what we have read, and does not constitute binding legal advice.

Fields:

- Company name
- Telephone number (company)
- Address
- Region
- Postcode
- Web address
- Vertical Market
- Agent positions at this contact centre
- UK agent positions
- Job Title
- Contact name
- E-mail (c. 100% of cases)
- LinkedIn profile URL (c. 89% cases)

Pricing:

A 12-month subscription to the entire UK Contact Centre Directory, including an update in September and quarterly additions, costs **£4,500 + VAT**.

Extracts of the UK Contact Centre Directory are available on a bespoke basis on request (e.g. by specific vertical markets, contact centre size bands and/or job roles).

Named contacts are charged at £0.50 + VAT each. Email smorrell@contactbabel.com for quote.

Minimum order value: None

Maximum order value: capped at £4,500 + VAT

Cost of count / delivery: None

Terms: unlimited usage for 12 month period. See www.contactbabel.com/privacy for terms of use (bottom of page).

Delivery format: immediate via email, as Microsoft Excel or CSV file

Specification correct as of: 15th September 2025.
All figures subject to change without notice.

For counts and quotes: contact Steve Morrell - smorrell@contactbabel.com – +44 (0)1434 682244