

THE UK CONTACT CENTRE OPERATIONS DIRECTORY - SPECIFICATION SHEET

Edition: 16th (March 2007)

Research carried out: February 2008

Description: Database of 3,412 UK contact centres and their operational management

Table 1: Contact centres by vertical market

Vertical market	Contact centres
Engineering & Construction	48
Entertainment & Leisure	103
Finance	425
Food and Drink	72
ISP	54
IT	295
Manufacturing	409
Medical	58
Motoring	65
Outsourcing & Telemarketing	187
Printing & Publishing	154
Public Services	262
Recruitment & Training	27
Retail & Distribution	410
Services	384
Telecoms	109
Transport & Travel	282
Utilities	68
Total	3,412

Table 2: Contact centres by agent positions

Contact centre size (APs)	Contact centres
6-10	675
11-24	650
25-50	676
50-100	561
100-150	242
150-200	108
200-250	95
250-500	196
500-1000	113
1000+	72
undisclosed	24
Total	3,412

Table 3: Contacts by job title /role and email

Job title / role	Contacts	Email addresses
Contact centre manager	2,825	1,573
Contact centre director or equivalent	690	363
HR manager	2,226	1,268
Training manager	1,262	721
IT manager	2,444	1,431
Equipment buyer	567	342
Telephony manager	860	519
MD / CEO / Senior contact	1,177	653
Senior Operations Contact	122	73
Senior IT Contact	186	113
Senior Finance Contact	153	90
Senior HR Contact	96	60
Senior Marketing Contact	86	47
Senior Sales Contact	110	66
Miscellaneous	314	188
Total	13,118	7,507

NB: email accuracy cannot be guaranteed. Contact figures include duplicate entries where the same person is responsible for more than one role. Deduped, there are 11,220 unique contacts.

Pricing: Extracts are charged at 90p per contact centre, plus 20p per additional contact at that site. Based on 12-month unlimited use rental.

For orders over £3,000 in value, the Annual Subscription pricing applies - purchasers receive the entire Operations and Executive Directories, plus all updates for 12 months, for a one-off payment of £3,000.

Minimum order value: None

Cost of count / delivery: None

Terms: unlimited usage for 12 month period

Delivery format: immediate, as Microsoft Excel or CSV file

Specification correct as of: March 6th 2008. All figures subject to change without notice. Terms of use are available from www.contactbabel.com/terms.htm

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