



THE UK CONTACT CENTRE EXECUTIVE DIRECTORY - SPECIFICATION SHEET

Edition: 8th (February 2008)

Research carried out: Dec 2007 - Feb 2008

Description: Database of 8,000+ senior contacts in 1,200 UK businesses reporting over 50 agent positions

Table 1: Contact centres by vertical market

Vertical market	Contacts
Engineering & Construction	42
Entertainment & Leisure	245
Finance	1,796
Food and Drink	104
ISP	72
IT	557
Manufacturing	530
Medical	75
Motoring	158
Outsourcing & Telemarketing	554
Printing & Publishing	293
Public Services	220
Recruitment & Training	27
Retail & Distribution	1,019
Services	1,077
Telecoms	286
Transport & Travel	747
Utilities	371
Total	8,173

Table 2: Contact centres by agent positions

UK agent positions reported by company	Contacts
50-100 agent positions	3,992
100-250 agent positions	2,176
250-500 agent positions	1,070
500 - 1,000 agent positions	410
1,000+ agent positions	447
Not specified	78
Total	8,173

Table 3: Contacts by job title /role and email

Job title / role	Contacts	Email addresses
CEO/MD	1,217	863
Operations	992	680
IT	1,002	727
Finance	1,062	763
HR	1,065	737
Customer Service	943	671
Marketing	1,002	714
Sales	890	636
Total	8,173	5,791

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 around 6,800 unique contacts.

Pricing: 60p per contact. Based on 12-months unlimited usage rental.

For orders over £3,000 in value, the Annual Subscription pricing applies - purchasers receive the entire Executive and Operations 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.

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