

THE UK CONTACT CENTRE DIRECTORY - SPECIFICATION SHEET

Edition: 22nd (January 2012)

Research carried out: Telephone interviews Nov 2011 - Dec 2011. Live email testing January 2012.

Description: Database of 17,217 UK contact centres and their operational and senior management.

Table 1: Locations by vertical market

Vertical market	Locations
Engineering & Construction	40
Entertainment & Leisure	89
Finance	428
Food & Drink	99
Housing	50
ISP	32
IT	282
Manufacturing	383
Medical	72
Motoring	84
Outsourcing & Telemarketing	260
Printing & Publishing	171
Public Services	622
Recruitment & Training	18
Retail & Distribution	361
Services	360
Telecoms	98
Transport & Travel	245
Utilities	72
Total	3,766
<i>Includes c.500 locations which are not contact centres e.g. Head Office</i>	

Table 2: Contacts by vertical market

Vertical market	Contacts
Engineering & Construction	163
Entertainment & Leisure	369
Finance	2,064
Food & Drink	396
Housing	192
ISP	115
IT	1,123
Manufacturing	1,647
Medical	245
Motoring	378
Outsourcing & Telemarketing	964
Printing & Publishing	797
Public Services	3,390
Recruitment & Training	78
Retail & Distribution	1,801
Services	1,519
Telecoms	396
Transport & Travel	1,173
Utilities	407
Total	17,217

Table 3: Locations by agent positions

Agent positions	Locations
<6	16
6-10	624
11-24	772
25-50	671
50-100	435
100-150	146
150-200	81
200-250	69
250-500	122
500-1000	61
1000+	46
Undisclosed or Head Office	723
Total	3,766
<i>Includes c.500 locations which are not contact centres e.g. Head Office</i>	

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Table 4: Contacts by job title /role and email

Job title / role	Contacts	Emails
Contact centre manager or equivalent	2,868	2,265
Contact centre director or equivalent	1,034	859
HR manager	2,195	1,752
Training manager	1,297	1,062
IT manager	2,077	1,670
Equipment buyer	1,511	1,263
Telephony manager	889	718
Miscellaneous / Other	382	307
MD / CEO / Senior contact	1,206	906
Senior Operations Contact	570	442
Senior IT Contact	567	433
Senior Finance Contact	649	526
Senior HR Contact	633	491
Senior Customer Service Contact	441	322
Senior Marketing Contact	513	414
Senior Sales Contact	319	251
Miscellaneous / Other (senior)	66	52
Total	17,217	13,733
NB: email accuracy cannot be guaranteed.		

Table 5: Contacts by overall UK agent positions

UK contact centre agent positions	Contacts
<50	3,309
50-100	2,706
100-250	1,993
250-500	995
500-1,000	729
1,000+	1,238
Undisclosed	6,247
Total	17,217

Fields:

- Company name
- Telephone number
- Fax number
- Address
- Region
- Postcode
- Web address
- Vertical Market
- Agent positions at this contact centre
- UK agent positions
- Employees in organisation
- Job Title
- Contact name
- DDI
- E-mail
- Telephone System manufacturer
- Inbound / outbound activity
- Other UK contact centres
- Activity e.g. Customer Service, Sales, Helpdesk etc

Extracts: Extracts of the UK Contact Centre Directory are available on a bespoke basis on request.

Pricing: Extracts are charged at 75p per location, plus 20p per contact at that site. 12-month unlimited use rental.

For orders over £3,995 in value, the Annual Subscription pricing applies - purchasers receive the entire UK Contact Centre Directory, plus all updates for 12 months, for a one-off payment of £3,995.

Minimum order value: None

Maximum order value: £3,995 + VAT

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: January 11th 2012. All figures subject to change without notice. [Terms of use are available here.](#)