

## UK Contact Centre Decision-Maker's Guide



The 2020-21 UK Contact Centre Decision-Maker's Guide, via Contact Babel and based on surveys with 233 UK organisations and 1,000+ interviews with UK consumers, is now available.

Covering all aspects of performance, technology, HR & strategy, the report shows how the UK contact centre industry is coping with extremely challenging times, and what it's planning for the future.

Findings are reported by vertical market and contact centre size, so you can compare your performance and plans with organisations like yours.

[Contact-centre-decision-makers-guide-to-digital-channels.pdf](#)