

## The UK Contact Centre Decision-Maker's Guide 2022



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ContactBabel's "UK Contact Centre Decision-Maker's Guide 2022" is the 19th annual edition of the UK's largest study of contact centres, based on interviews with over 200 UK contact centres, including Puzzel. The 450-page report gives you facts and hard data about every aspect of UK customer experience management, technology and strategy – with sections on remote working, AI & machine learning, customer personalisation, digital channels and agent engagement.

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