

About Call Centre Clinic

Call Centre Clinic is market research house serving the UK call and contact centre sectors.

We have two main audiences for our research: First, suppliers, consultants and outsourcers. Second, contact centre managers and customer service directors.

Our most regular research outputs are:

Call Centre Business Daily

Delivered daily in PDF format and containing an aggregation of all the news and features pertinent to the UK contact centre market.

Target audience: Marketers and business developers within supplier, consulting and outsourcing organisations.

OneWeek in UK Call Centres

Delivered each Friday in PDF format and containing an aggregation of the week's news and features pertinent to the UK contact centre market.

Target audience: Contact centre management and customer service directors.

Interaction Magazine

Delivered each Friday in PDF format and containing all the week's customer interaction technology news. Subjects covered include product launches, customer wins, awards won, company news etc.

Target audience: Technology companies serving the contact centre market. CTOs within organisations with a contact centre function.

Outsourced Magazine

Delivered each Friday in PDF format and containing all the week's contact centre outsourcing news.

Target audience: Outsourcing companies serving the contact centre market. Contact centre and customer service managers with an interest in outsourcing.

Subscriptions

Call Centre Business Daily

A one-year companywide subscription to Call Centre Business Daily, covering all employees, is £600 plus VAT.

Subscribers to Business Daily can also receive OneWeek in UK Call Centres at no extra cost.

Interaction Magazine

A one-year subscription to Interaction Magazine is £250 plus VAT (£5 per week). This is for a single recipient. Additional recipients within the same organisation are an extra £50 plus VAT each.

A companywide licence, covering all employees is £600 plus VAT.

Outsourced Magazine

A one-year subscription to Outsourced Magazine is £250 plus VAT (£5 per week). This is for a single recipient. Additional recipients within the same organisation are an extra £50 plus VAT each.

A companywide licence, covering all employees is £600 plus VAT.

Advertising

Buyer's Guide listing

One of the most popular elements of the www.callcentreclinic.com website is the Buyer's Guide series.

The list of Buyer's Guides can be found on the right hand side of the website home page.

A single listing in one of the Buyer's Guides is £500 plus VAT per annum. See the website for examples of Buyer's Guide listings.

A listing includes your company name, telephone number, email address, website address, and 500 words summarising your offer.

Microsite Brochure

You can enhance your Buyer's Guide listing with a Microsite Brochure for an additional £500 plus VAT per annum.

Your Microsite Brochure will be hosted on CallCentreClinic.com and linked to your Buyer's Guide listing.

A Microsite Brochure can contain up to 1,500 words of brochure style copy and a company logo. You can also include web links to whitepaper or case study downloads.

Key Statistics

CallCentreClinic.com is one of the the fastest growing website in the UK serving the contact centre industry.

Microsoft Web Analytics also show we had 50,000 visitors in February 2010 and they viewed over 250,000 pages on the site.

Call Centre Business Daily is now subscribed to by over 170 UK suppliers and consultants to the contact centre industry. In total over 800 individuals receive the daily briefings.

OneWeek in UK Call Centres is emailed to over 5,000 individuals, representing the full range of professions working in contact centres.

Make a Purchase

Please call Sam Collins on 0845 053 1187

Or email sam.collins@oneweekmedia.co.uk

If you have any questions regarding the Call Centre Clinic, its information services or marketing opportunities please call or email.