

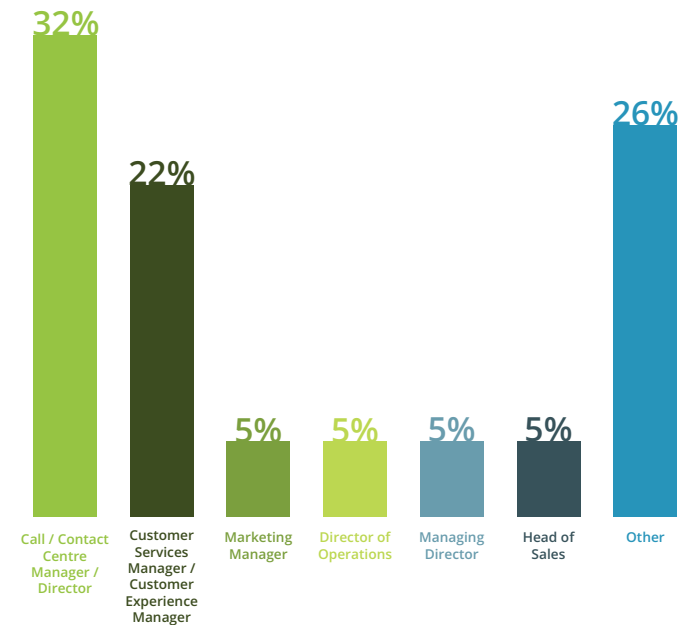
CONTACT CENTRE BRIEFING

In association with



COMMERCIAL

Mark Connell
Contact Centre Portfolio Manager
m.connell@forumevents.co.uk
01992 374083



READERSHIP OVERVIEW

OVERVIEW

Contact Centre Briefing is an industry resource delivering up to date content, news and topical discussion from across the industry, directly to the people who matter – through a dedicated online portal and a fortnightly email newsletter to **7,000 subscribers**.

FEATURES

JANUARY

Agent Coaching
& Monitoring

FEBRUARY

Analytics

MARCH

Call Centre
Technology

APRIL

Automated Customer
Satisfaction

MAY

Social Media

JUNE

Artificial Intelligence

JULY

Virtual Call /
Contact Centre

AUGUST

Training &
Development

SEPTEMBER

Knowledge
Management

OCTOBER

Web Self Service/Chat

NOVEMBER

Display Boards

DECEMBER


CRM

CONTACT CENTRE BRIEFINGEssential News & Analysis For Contact Centre Industry Professionals

CONTACT CENTRE & CUSTOMER SERVICES SUMMIT

April
London Heathrow

Book
Online



Contact Centre 2023/24 buying trends revealed

Artificial Intelligence, Agent Coaching & Monitoring and Call Centre Technology top the list of solutions the UK's leading industry professionals are sourcing in 2023/24.

Read More

ADVERT & EDITORIAL POSITIONS

INSERT BANNER

One month - **£350** / 3 months - **£825**

SPONSORED CONTENT

One month - **£200** / 3 months - **£450**

To include 50-100 words, image and URL

Q&A / INTERVIEW / PRODUCT COVERAGE

One month - **£200** / 3 months - **£450**

350 words and profile image.

INDUSTRY PRODUCT SPOTLIGHT

Per insertion - **£150** / 4 insertions - **£450**

250 words, image, and URL

GUEST BLOG

Per insertion - **£150** / 4 insertions - **£450**

350+ words, plus image and URL

SPONSORED SURVEY

Survey hosted by yourself, promoted through the Briefing newsletter - **£750**

POLL

Newsletter article promoting your poll - **£295**

All ads and content appears on the website, excluding Jobs.

PACKAGE OPTIONS

3-MONTH BRAND EXPOSURE CAMPAIGN

- 3 x sponsored editorial articles, to highlight product or service
- 3 x insert banner (separate newsletters)
- 1 x Q&A interview with a member of your team
- 4 x supported social media posts

Cost - £1,000

Plus add 1 x HTML bespoke email send for £500

WEBINAR CAMPAIGN

- 1x dedicated news story
- 3x social media posts pre-event
- Attendance and report write-up by Briefing Editor
- If recorded, webinar video to be promoted via social media post-event

Cost - £500

Add 1 x bespoke email send for £500

FEATURE BUNDLE

Promote your products and services with a dedicated themed Briefing newsletter.

- Insert banner for 1 month (2 editions)
- 1 x product article
- 1 x social media post

Cost - £500

BESPOKE EMAIL

Send a bespoke email to an audience of **11,000 decision makers**.

Cost - £1,500

NEWSLETTER TAKEOVER

Receive full coverage and brand exposure by taking over one full newsletter, promoting your services to an audience of decision makers.

- 6 articles
- 4 banner ads

Cost - £2,450