



CONTACT CENTRE & CUSTOMER SERVICES **SUMMIT**

The Contact Centre & Customer Solutions Summit brings together qualified buyers and suppliers for two days of one-to-one meetings and networking.

6th & 7th May 2026

Radisson Hotel & Conference Centre London Heathrow

14th & 15th September 2026

The Manchester Deansgate Hotel

In association with...

**CONTACT CENTRE
BRIEFING**

EVENT OVERVIEW

The Contact Centre & Customer Services Summit is a highly targeted event, creating a platform for innovative suppliers to meet up to **60 senior customer service professionals**, with job titles including:

- Customer Service Managers, Directors and Heads of
- Contact Centre Managers, Directors and Heads of
- Heads of Customer Experience
- Customer Service & Insight Managers
- Heads of Operation

All-inclusive packages include:

- An itinerary of pre-arranged, one-to-one meetings with pre-qualified customer service buyers based on mutual interest
- A fully furnished stand, with electrics
- Delegate contact database post-event
- Extensive brand exposure
- Unlimited networking opportunities
- Full hospitality – overnight accommodation, all meals and refreshments throughout

We organise personalised appointments for you to host at your supplier stand. Each supplier will have **25-minute meetings** with key decision makers throughout the event.

The Summit has been running for **22 years**

Over **1280** business **meetings** facilitated at each event

Average Annual Spend

£250K

£5M+

All delegates attending
require new solutions

72%

of companies have
secured business post-event

Here is a taste of our event experience...



We had a great event which has resulted in over 75% of our meetings booking appointments with us there and then. The matching process really suits us as it enables quality over quantity. We are certainly going to be joining this event again

PREMIER CX

Always a well organised event with close dedication of support from the event team. business of all sizes generating thought provoking conversations and suggestions

KONECTA

Great format with a welcome relaxed atmosphere. Meetings are well planned and I believe most attendees are gaining value from the ability to interact in this way without any need for pressure

IRIS

ALL-INCLUSIVE PACKAGES

PRE-EVENT

- Detailed profile on attending delegates
- Access to online portal for meeting selections
- Draft meeting schedule to help prepare for the event (2-3 days before)
- Branding on event webpage inclusive of logo, description, and URL link to website
- Included in social media posts

DURING THE EVENT

POST-EVENT

- Contact database of all attendees
- Feedback from interested delegates

DUAL PACKAGE OPTION

Book both editions of Contact Centre and Customer Services Summit (held twice a year) and benefit from our Dual Package discount:

- **Gold Dual Package:** £14,000
- **Silver Dual Package:** £12,000

Enjoy consistent brand exposure across both events and save when booking together.

GOLD PACKAGE - £7,600 + VAT

- Inclusive of two representatives
- Access to pre-qualified senior delegates
- Itinerary of pre-scheduled 1-2-1 meetings (potential of up to 25)
- 25 minute meetings
- 2m x 1m stand (including table / chairs / lighting / electrics)
- Additional separate table/chairs for 2nd representative meeting
- Networking opportunities –
 - Group scheduled breaks
 - Lunch
 - Evening drinks reception
 - 2 x places at evening dinner
 - After dinner entertainment
- Overnight accommodation
- All meals and refreshments throughout
- Logo branding at live event registration stand
- Event guide; Directory listing and full page A5 advert
- Contact Centre Briefing Newsletter –
 - 1 x Insert banner in 2 newsletter editions
 - 1 x Q&A interview with senior team member
 - 1 x Product spotlight
 - Content promoted via social media

SILVER PACKAGE - £6,350 + VAT

- Inclusive of one representative
- Access to pre-qualified senior delegates
- Itinerary of pre-scheduled 1-2-1 meetings (potential of up to 15)
- 25 minute meetings
- 2m x 1m stand (including table / chairs / lighting / electrics)
- Networking opportunities –
 - Group scheduled breaks
 - Lunch
 - Evening drinks reception
 - 1 x place at evening dinner
 - After dinner entertainment
- Overnight accommodation
- All meals and refreshments throughout
- Logo branding at live event registration stand
- Event guide; Directory listing
- Contact Centre Briefing Newsletter –
 - 1 x Product spotlight
 - 1 x PR sponsored content
 - Content promoted via social media

CONTACT CENTRE BRIEFING

Contact Centre Briefing is an industry resource delivering news & analysis from across the Contact Centre Industry, directly to the people who matter – through a dedicated online portal and a fortnightly email newsletter.



14,583
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

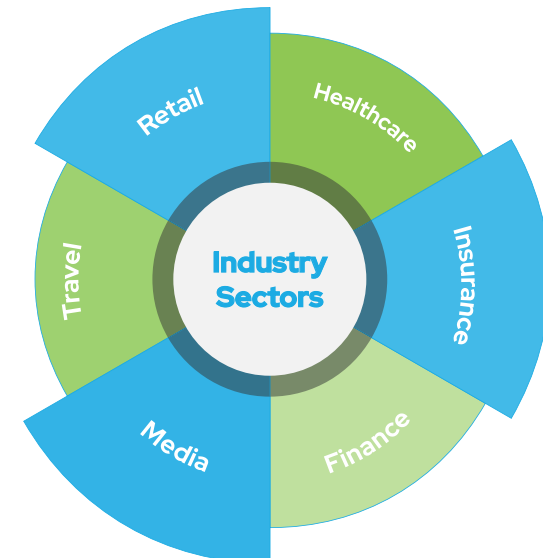
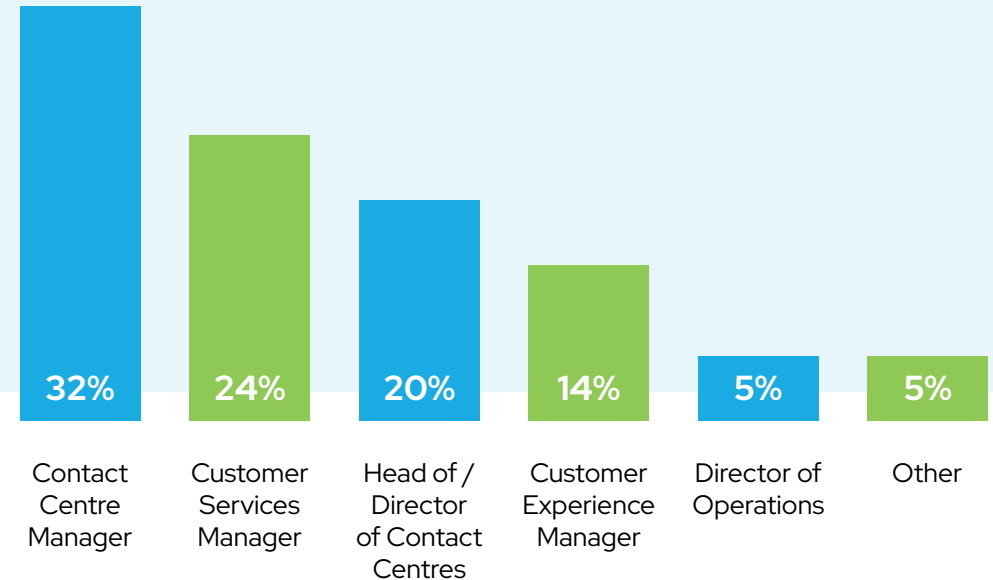
NOVEMBER

Display Boards

DECEMBER

CRM

OUR AUDIENCE IS UK AND EUROPEAN BASED



READERSHIP

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 bespoke email send for £500

WEBINAR CAMPAIGN

- 1 x dedicated news story
- 3 x 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

Plus 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 **8,393 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

VIEW AN
EXAMPLE
NEWSLETTER
HERE

ADVERT & EDITORIAL POSITIONS

INSERT BANNER

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

SPONSORED CONTENT

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

To include **50-100 words**, image and URL

Q&A / INTERVIEW / PRODUCT COVERAGE

1 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**



CONTACT CENTRE & CUSTOMER SERVICES SUMMIT

LET'S CONNECT



Forum Events
Ltd



@forumevents



@CCentreSummit



Contact Centre
and Customer
Services Summit



@ForumEvents
Ltd



01992
374100



enquiries@
forumevents.
co.uk

SUBSCRIBE HERE

contactcentresummit.co.uk

Forum Events & Media Group Ltd