

Industry sector at a glance Contact Centres

About

The contact centre sector is divided into two functions:

Call Centre

Call centres focus on incoming and outgoing calls.

Contact Centre

Contact centres manage customer calls, emails and chat messages.

Roles available

There are many roles available in the contact centre sector, here are just a few:



**Call handler
or agent**



**Contact centre
manager**



**Customer
experience manager**



**Digital contact
director**



**Customer service
representative**



**Resource
planning manager**




**Team leader/manager/
supervisor**




What it takes to work in a contact centre

Here are some of the qualities required:




**Attention to detail
and patient**



**Good communicator
and listener**




**Customer focused
and professional**



**Adaptable and
positive**

Did you know?

 <p>A call handler or agent can take up to 50 calls a day</p>	 <p>There are almost 6,000 call centres in the UK</p>	 <p>The industry employs over 700,000 people</p>
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