# maximus

# 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**

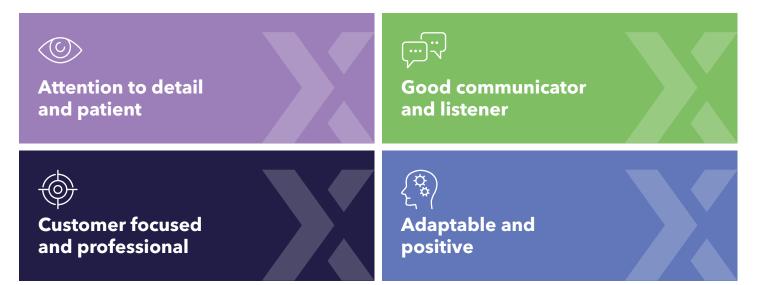
There are many roles available in the contact centre sector, here are just a few:





### What it takes to work in a contact centre

Here are some of the qualities required:



# Did you know?



# **Transforming Lives.**

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0300 456 8162

employers@maximusuk.co.uk



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