



Industry sector at a glance Contact Centres

About

The contact centre sector is generally divided into two separate functions:

Call Centre

A call centre is focused on incoming and outgoing voice calls.

Contact Centre

A contact centre manages customers with voice calls and also uses different channels to communicate (eg. email, web-based chat and instant messaging).

Roles available

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

Call Handler or Agent	Contact Centre Manager	Customer Experience Manager
Customer Service Representative	Resource Planning Manager	Digital Contact Director
Team Leader / Manager / Supervisor		

Contact centre roles are varied and determined by the type of service being provided and the customers being supported.



What it takes to work in a contact centre

Here are some of the qualities required:

Attention to detail	Customer focus	Positive attitude	Active listening
Communication	Adaptability	Patience	Professionalism

Did you know?



A good typing speed is **35 - 40 Words Per Minute (WPM)**. If you can type between **60 - 75 WPM** it puts you on a **professional level**.

A call handler or agent can take up to 50 calls a day . Not every call is resolved during the first call, some calls may require a follow-up that may last days or weeks after the first interaction		
There are almost 6,000 call centres in the UK	More call centres are focusing on customer service and satisfaction rather than speed and volume of calls	The finance sector has the largest number of contact centre employees - with over 200,000
The industry employs 4% of the work-eligible population, which is over 700,000 people	More than half work in large centres employing over 250 people	

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