# Industry sector at a glance
## Contact Centres

## About

The contact centre sector is generally divided in to two separate functions:

**Care 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 (e.g. 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 to work in a contact centre:

- 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 Mintue (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 U.K

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 employees with over **200,000**

The industry employs **4%** of the work eligible population, which is over **700,000 people**

More than half of those people work in large centres employing *over 250 people*

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