

Call Centre

EUROPE

First published 14 years ago, Call Centre Europe has built a reputation among top managers and directors in UK call centres for its lively editorial mix.

Subjects covered range from advice on advanced technology and services to light-hearted anecdotes, from exclusive salary surveys to prize competitions. We carry extensive picture features covering the major telethons, such as Comic Relief and Children in Need.

Late deadlines mean that Call Centre Europe is first with the breaking stories. In addition, Call Centre Europe covers - and exhibits at - major events such as Call Centre Expo (with additional distribution).

Call Centre Europe is not a learned journal or a trade publication. It is a specialist magazine with the approachable and easy-to-read style and modern design of a mass-circulation consumer title.

It is matched by a free web site, www.call-centre-europe.com, which contains the entire content of the

current issue and an archive of at least the last dozen issues - making it a valuable research resource.

Recipients of Call Centre Europe read the magazine not only because they should, but also because they want to. Our advertisers know that Call Centre Europe helps them raise their profile among the UK's 5,000 call centres, which now employ more than 1m people. Nearly 7,500 senior directors and managers receive call Centre Europe - officially confirmed by the **Audit Bureau of Circulations**. And an internal survey confirms that seven people read every copy.

We look forward to serving our readers and advertisers for a 15th year!

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