

2026

MEDIA KIT

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INSIGHT AND INSPIRATION FOR CONTACT CENTER PROFESSIONALS



DEDICATED TO THE CONTACT CENTER INDUSTRY

EDITORIAL MISSION

Contact Center Pipeline is the leading destination for contact center professionals *seeking original, trustworthy content*. Our team of CX thought-leaders helps our audience *lead their teams, enhance outcomes, and demonstrate the critical value of the contact center within the larger organization*.



CONTENT YOU WON'T FIND ANYWHERE ELSE.



2025
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SURVEY*

YES 94%

YES 95%



BILL HARTLINE | DIRECTOR OF CUSTOMER SERVICE

FEATURED ARTICLE:
“How AI Will Change the Nature of the Contact Center,”

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12
issues per year

WEBSITE &
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190k+
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24
avg articles/month
(New content added)

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E-NEWSLETTER

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30%
avg unique open rate

8%
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TOP 3
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74%
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AUDIENCE OVERVIEW



TITLE

- 36% - Executive / Senior Management
- 32% - Director / Vice President
- 14% - Support Analysts & Consultants
- 9% - C-Suite / Head of Business
- 6% - Supervisor / WFM / Training
- 2% - Sales / Marketing / Advertising
- 1% - IT / Contract & Program Manager



INDUSTRY

- 22% - Financial Services
- 21% - Consumer Products
- 12% - Professional Services
- 8% - Travel & Hospitality
- 8% - Technology
- 6% - Healthcare
- 6% - Insurance
- 5% - Utilities
- 4% - Government



AGENTS

- 26% - 500+ Agents
- 14% - 251-500 Agents
- 19% - 101-250 Agents
- 11% - 51-100 Agents
- 12% - 26-50 Agents
- 18% - Less than 25



COUNTRY

- 88% - North America
- 4% - United Kingdom
- 3% - India
- 3% - Canada
- 2% - Philippines
- <1% - Germany
- <1% - Australia
- <1% - Hong Kong

SOURCE: GOOGLE ANALYTICS (SEPTEMBER 2024); CCP AUDIENCE PROFILE SURVEY (2024); COMSCORE MEDIA METRIX (2024);
VERONA LABS/WP-STATISTICS (SEPTEMBER 2024); CLOUDFLARE EDGE ANALYTICS (SEPTEMBER 2024); EMAIL: SENDGRID 1P METRICS (SEPTEMBER 2024)

OPPORTUNITIES AT-A-GLANCE

 CONNECT WITH YOUR CUSTOMERS WHERE THEY SEEK ANSWERS.

In a crowded landscape of content vying for your attention, Contact Center Pipeline remains the definitive authority for the contact center industry over the last 15 years.

Whether you need to build your brand, establish yourself as a thought leader, or make meaningful connections, align yourself with the most powerful brand in the business.



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THANK YOU

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GET STARTED TODAY

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CONTACT CENTER PIPELINE 2026 MEDIA KIT & SPECIFICATIONS GUIDE

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