



State of the Call Center Industry Report: 2nd Quarter 2011 Data

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Executive Summary

The second quarter of 2011 was marked by a sharp increase in the number of jobs gained, the ninth quarter in a row of industry employment increases. Vertical markets benefiting from this spike in job growth included Third Party Outsourcing, Financial Services, and Medical Services. An uncharacteristic gain in jobs in the Fulfillment/Reservations vertical indicates a possible buildup in anticipation of a busy holiday shopping and travel season.

States benefiting from employment increases during the second quarter include Ohio, North Carolina and Arizona. Washington State was at the other end of the spectrum with a net loss of contact centers in the state during the quarter.

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