



# State of the Call Center Industry Report: 1<sup>st</sup> Quarter 2009 Data

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# Table of Contents

<u>Section</u>	<u>Page Number</u>
Author.....	i
Copyright.....	ii
Table of Contents.....	iii
Executive Summary.....	1
Methodology.....	2
United States Data.....	3
Figure 1.....	3
Figure 2.....	4
Figure 3.....	5
Table 1.....	6-7
Table 2.....	8-9
Table 3.....	10
Figure 4.....	11
Analysis.....	12-13

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## **Executive Summary**

In the first quarter of 2009 more call center jobs were lost in the United States than were gained as was the case in the 4<sup>th</sup> quarter of 2008, but the job losses compared to job gains were closer to the same number suggesting a modest recovery on the horizon for the call center industry. The number of call centers opening versus closing was a net positive, which is also a good sign for recovery for the industry compared to numbers last quarter. The call center job losses were most pronounced in the Financial Services sector while the largest growth is from the Third Party Provider sector. Some states had a strong growth in call center jobs such as West Virginia, Nevada and New Jersey, while other states such as Pennsylvania and North Carolina showed a significant loss of call center jobs.

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