



State of the Call Center Industry Report: 2nd Quarter 2009 Data

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Executive Summary

In the second quarter of 2009 more call center jobs were added in the United States than were lost suggesting a continued recovery from the recession low of fourth (4th) quarter 2008. The number of call centers opening versus closing was a net positive as well, another sign of a solid ongoing recovery for the call center industry. The call center job losses were most pronounced in the Fulfillment/Distribution/Reservations sector with the largest growth coming from the Third Party Provider sector. These sector trends are closer to that of the pre-recession numbers collected. All this suggests that an economic recovery is near and a level of predictable growth in the industry is forthcoming. Some states had a strong growth in call center jobs such as Florida, Georgia, and Arizona while other states such as Delaware, Connecticut, and Alabama showed a loss of call center jobs this quarter.

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