



State of the Call Center Industry Report: 3rd Quarter 2009 Data

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Executive Summary

In the third quarter of 2009 more call center jobs were gained in the United States than were lost suggesting a two quarter long continued recovery from the recession low of fourth (4th) quarter 2008. The number of call centers opening versus closing was also a net positive, another sign of a solid ongoing recovery for the call center industry within the United States. The call center job losses were most pronounced in the Customer Service sector with the largest growth coming from the Third Party Outsourcing sector. These sector trends are closer to that of pre recession, indicating an economic recovery in the call center industry. Some states had a strong growth in call center jobs such as Louisiana and Colorado while other states such as Ohio and Arizona showed a loss of call center jobs.

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