



State of the Call Center Industry Report: 4th Quarter 2009 Data

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Executive Summary

In the fourth quarter of 2009 more call center jobs were gained in the United States than were lost creating a three quarter long job recovery from the recession low of fourth (4th) quarter 2008. The number of call centers opening versus closing was, however, a net negative, somewhat dampening the appearance of a solid ongoing recovery for the call center industry within the United States. The call center job losses were most pronounced in the Telemarketing sector with the largest growth coming from the Financial Services sector. Some states had a strong growth in call center jobs such as North Carolina and Georgia while other states such as New York and Texas showed a loss of call center jobs.

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