



# State of the Call Center Industry Report: 1<sup>st</sup> Quarter 2010 Data

Date: July 2010

Author: David Butler, Ph.D.

Telephone: 601.447.8300

Email: [david.butler@nationalcallcenters.org](mailto:david.butler@nationalcallcenters.org)

THE NATIONAL ASSOCIATION OF CALL CENTERS  
100 South 22<sup>nd</sup> Avenue  
Hattiesburg, MS 39401  
Telephone: (601) 447.8300  
Email: [david.butler@nationalcallcenters.org](mailto:david.butler@nationalcallcenters.org)  
Website: [www.nationalcallcenters.org](http://www.nationalcallcenters.org)

Copyright © 2010 National Association of Call Centers. All rights reserved.

Reproduction in whole or in part by any means is prohibited without written permission from the National Association of Call Centers.

This report is the property of the National Association of Call Centers and is made available to paying members of the organization. Reproduction or disclosure in whole or in part, by any means, to parties who are not members of the National Association of Call Centers is prohibited. This report shall be treated at all times as a confidential and proprietary document for internal use only. The National Association of Call Centers reserves the right to cancel your membership in full or to seek legal remedy if its information is copied or distributed to any individual or entity outside of the member organization without the written approval of the National Association of Call Centers. The distribution of this document to non-paying members of the National Association of Call Centers diminishes the membership benefits of everyone.

# Table of Contents

<u>Section</u>	<u>Page Number</u>
Title Page.....	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
Table 2.....	7
Table 3.....	8
Figure 4.....	9
Figure 5.....	10
Analysis.....	11

# State of the Call Center Industry Report: 1<sup>st</sup> Quarter 2010 Data

---

## **Executive Summary**

In the first quarter of 2010 more call center jobs were gained in the United States than were lost creating a four quarter long job recovery from the recession low of 4<sup>th</sup> quarter 2008. The number of call centers opening versus closing was, however, a slight net negative, indicating that the call center industry is not 100% out of the recessionary woods yet. The call center job losses were most pronounced in the Telecommunications vertical. The largest growth came from the Government sector. Some states, such as Utah and Georgia, had a strong growth in call center jobs while other states, such as California and Virginia, showed a loss of call center jobs.

## **Membership**

To read this full report you must be a member of the National Association of Call Centers (NACC). To find out about how to become a member of the NACC or to learn about the many membership benefits, including this report, please visit the NACC website at [www.nationalcallcenters.org](http://www.nationalcallcenters.org).

You can also contact the Executive Director, David Butler, at 601.447.8300 or [David.Butler@nationalcallcenters.org](mailto:David.Butler@nationalcallcenters.org) if you have any questions about becoming a member of the NACC.