



State of the Call Center Industry Report: 1st Quarter 2011 Data

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Executive Summary

In the 1st quarter of 2011 more call center jobs were gained in the United States than were lost, creating a eight quarter (2 year) long job recovery from the recession low of 4th quarter 2008. The number of call centers opening versus closing was also positive. The call center job gains were most pronounced in the IT Services/Data Bank and Fulfillment/Distribution/Reservations verticals with the largest losses coming from the Customer Service vertical. Some states, such as Florida, Arkansas, and South Carolina had as strong growth in call center jobs while states such as North Carolina and New Mexico suffered a loss of call center jobs.

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