



State of the Call Center Industry Report: 2nd Quarter 2010 Data

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Executive Summary

In the 2nd quarter of 2010 more call center jobs were gained in the United States than were lost creating a five quarter long job recovery from the recession low of 4th quarter 2008. The number of call centers opening versus closing was also positive indicating that the call center industry is on its way to an economic recovery and hopefully stability. The call center job losses were most pronounced in the Financial Services/Banking/Insurance vertical and with the largest growth coming from the Telecommunications sector. Some states, such as Arkansas, had a strong growth in call center jobs while states such as Ohio, Massachusetts, New Mexico and Oklahoma showed a loss of call center jobs.

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