



State of the Call Center Industry Report: 3rd Quarter 2010 Data

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

Executive Summary

In the 3rd quarter of 2011 more call center jobs were gained in the United States than were lost creating a six 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 probable stability. The call center job losses were most pronounced in the Fulfillment/Distribution/Reservations vertical while the largest growth came from the Financial Services/Banking/Insurance vertical. It should be noted that the verticals with job growth and the verticals with job losses are reflective of pre-recession trends. Some states, such as Georgia, had a strong growth in call center jobs while states such as Texas and Alabama showed a loss of call center jobs.

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