



# State of the Call Center Industry Report: 4<sup>TH</sup> Quarter 2008 Data

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## **Executive Summary**

In the fourth quarter of 2008 more call center jobs were lost in the United States than were gained for the first time since the data was collected going back to 2005. This loss of jobs in the call center industry was tied directly to the recession within the United States economy. Even though the country showed a negative growth, not all call center sectors lost jobs and not all states lost jobs. Some sectors, such as Medical Services, continued to show a net positive growth during this quarter, and some states such as South Dakota, Tennessee, and Massachusetts had a positive growth in call center jobs.

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