



State of the Call Center Industry Report: 4th Quarter 2010 Data

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

Executive Summary

In the 4th quarter of 2010 more call center jobs were gained in the United States than were lost, creating a seven 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 fully recovered from the recession by the end of 2010. The call center job gains were most pronounced in the Financial Services/Banking/Insurance and Third Party Outsourcing verticals with the largest losses coming from the Telemarketing/Collections vertical. Some states, such as Georgia, Florida and Texas had as strong growth in call center jobs while states such as Pennsylvania and Massachusetts suffered a loss of call center jobs.

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