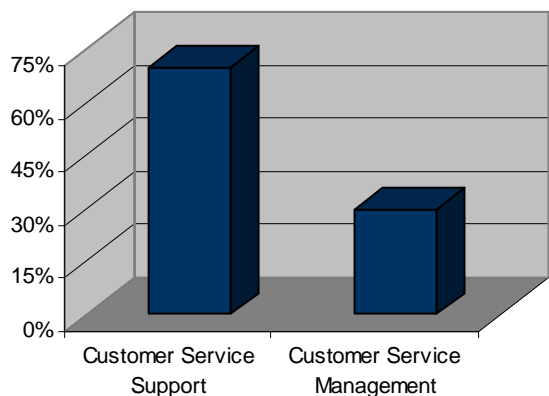


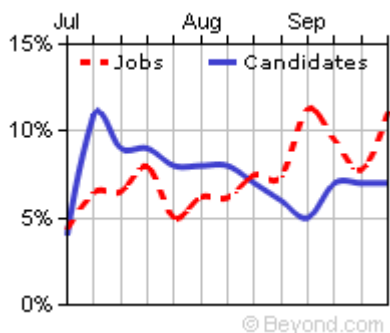
## Customer Service Channel

### 3Q08 Industry Outlook

**Candidate Breakdown – Percentage of Industry Customer Service**



**Customer Service Employment Trends (Percentage of Network – July 2008 to September 2008)**



**Customer Service Employment Forecast**

(Source: Bureau of Labor Statistics: Occupational Outlook Handbook, 2008-2009)

- Customer Service Representatives will have one of the largest number of new jobs arise, about 545,000 over the 2006-16 projection period.
- Customer service is very important to the success of any organization that deals with customers, such as financial services, communications, and utilities, which already employ numerous customer service representatives.

Quarterly Channel Statistics	
Active Resumes*	1,245,219
Jobs Posted	35,532
Channel Sites	39
Email Contacts	1,513,465
Monthly Channel Statistics	
Job Views	447,387
Online Applications	206,642
New Resumes	79,066

Most Popular Candidate Titles (%)
1. Customer Service Representative (48.16)
2. Customer Service Manager (13.77)
3. Customer Service Supervisor (13.58)
4. Collections Agent (11.08)
5. Sales Assistant (10.91)

Cities with the Most Jobs Posted
1. New York, NY
2. Houston, TX
3. San Antonio, TX
4. Salt Lake City, UT
5. Dallas, TX

\*Includes only one resume per candidate

**We can help you can effectively reach this candidate pool.**

Beyond.com, Inc. is the world's largest network of niche career communities, powering thousands of geographic and industry-specific sites. The Beyond.com Network is comprised of many distinct channels, each represented by a premier career destination and backed by a powerful group of associated communities.

By providing highly-relevant industry information and career opportunities, the Beyond.com Customer Service Channel attracts thousands of active and passive candidates each month. You can effectively target and hire these qualified and skilled industry professionals with our powerful recruitment solutions, including:

- Job Posting Packages
- E-Mail Marketing
- Banner Advertising
- Job Alert & Newsletter Sponsorships
- Featured Company Profiles



## The Beyond.com Network

We power thousands of industry, local and specialty career sites and connect users across all sites through a single destination – Beyond.com. As a result, our employers benefit from the undisputed quality of a niche job board combined with the expansive coverage of a national job board. To view a complete list of Beyond.com Network sites, please visit [www.Beyond.com/Channels](http://www.Beyond.com/Channels).

Top 10 States for New Candidates (%)
1. Florida (15.71)
2. Texas (9.83)
3. Georgia (7.81)
4. North Carolina (6.56)
5. California (6.18)
6. New York (4.78)
7. Illinois (4.44)
8. Arizona (3.83)
9. Ohio (3.55)
10. Michigan (3.46)

### Top Customer Service Key Words Searched by Candidates:

Manager, Call Center, Customer Service Representative, Cashier, Receptionist, Management, Clerical, Retail, Data Entry and Collections

### City Sites

PhillyJobs.com	ManhattanJobs.com	SeattleJobs.com
BeyondLosAngeles.com	ChicagoCareerSite.com	PhoenixJobs.com
SanFranciscoGigs.com	DallasJobsite.com	AtlantaCareerPath.com

### Industry Sites

CustomerServiceJobs.com	AdministrativeClerical.com	CallCenterGigs.com
CustomerServiceRep.net	HelpDeskTechnican.com	OfficePosition.com
ClientServiceRepresentative.com	CustomerSupportSpecialist.com	CustomerServiceJobsite.com

## Key Customer Service Demographics

Beyond.com recruitment solutions are the best way for your company to tap into a highly-talented, knowledgeable and fresh candidate pool. As you can see, 61% of our network candidates have pursued higher education, 58% have 5 or more years of experience, and 46% have chosen the Beyond.com Network within the first 2 weeks of their job search.

Experience Level	%
Less than 1 year	5.29
1-3 Years	17.24
3-5 Years	19.76
5-10 Years	24.60
10-15 Years	14.45
15-20 Years	9.24
21+ Years	9.43

Educational Background	%
Post Graduate Degree	1.58
4 Year College Degree	12.58
2 Year College Degree	9.60
Some College	37.23
High School Diploma	39.01

Length of Job Search	%
Just Started	31.28
2 Weeks	15.04
4 Weeks	12.94
6 Weeks	7.00
2 Months	8.85
3 Months	8.67
6 Months	6.77
9 Months	2.16
12 Months	1.11
Over 1 Year	6.18

**Channel Personality Type: ISFJ** (Introvert, Sensor, Feeler, Judger). ISFJ traits include: cautious, gentle, and thoughtful; hesitant until they know people well then affectionate and caring; very literal and aware of the physical world; uncompromising about personal standards and easily offended; diligent and conscientious, organized and decisive. The most important thing to ISFJs is living a stable, predictable life and helping people in real ways.

## Start with Us...

Beyond.com will help maximize your campaign today. Contact us now at [Employer@Beyond.com](mailto:Employer@Beyond.com) or by dialing 1-866-694-5627. Together we will help you Go Beyond!