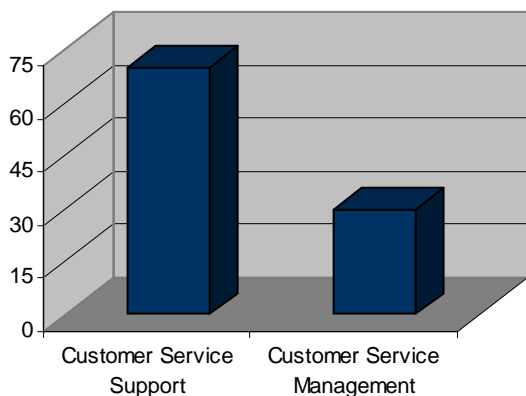


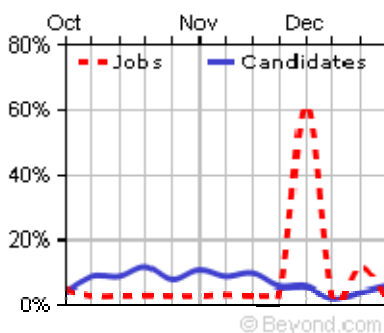
Customer Service Channel

4Q09 Industry Outlook

Candidate Breakdown – Percentage of Industry Customer Service



Customer Service Employment Trends (Percentage of Network – October 2009 to December 2009)



Customer Service Employment Forecast

(Source: Bureau of Labor Statistics: Occupational Outlook Handbook, 2010-2011)

- Employment of customer service representatives is expected to grow by about 18 percent over the 2008-18 period, faster than the average for all occupations. Companies are expected to place increasing emphasis on customer relationships, resulting in this increased demand.
- This growth, coupled with employee turnover within the industry, is projected to result in the creation of approximately 400,000 new jobs over the next decade.

Quarterly Channel Statistics	
Active Resumes*	1,978,575
Jobs Posted	25,512
Channel Sites	40
Email Contacts	1,513,465
Monthly Channel Statistics	
Job Views	631,406
Online Applications	191,540
New Resumes	67,644

Most Popular Candidate Titles (%)
1. Customer Service Representative (46.83)
2. Customer Service Manager (14.03)
3. Customer Service Supervisor (13.89)
4. Sales Assistant (11.89)
5. Collections Agent (10.60)
6. Facilities Manager (2.76)

Cities with the Most Jobs Posted
1. Houston, TX
2. San Diego, CA
3. San Antonio, TX
4. Phoenix, AZ
5. Hialeah, FL

*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.

Top 10 States for New Candidates (%)
1. Texas (13.38)
2. Florida (9.89)
3. California (9.28)
4. Georgia (6.49)
5. New York (4.61)
6. Illinois (4.54)
7. Ohio (4.52)
8. North Carolina (4.36)
9. Tennessee (3.52)
10. Pennsylvania (3.33)

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, 59% of our network candidates have pursued higher education, 66% have 5 or more years of experience, and 33% have chosen the Beyond.com Network within the first 2 weeks of their job search.

Experience Level	%
Less than 1 year	4.74
1-3 Years	13.10
3-5 Years	16.57
5-10 Years	22.58
10-15 Years	16.16
15-20 Years	12.26
21+ Years	14.58

Educational Background	%
Post Graduate Degree	2.43
4 Year College Degree	16.37
2 Year College Degree	10.02
Some College	30.03
High School Diploma	41.14

Length of Job Search	%
Just Started	22.66
2 Weeks	9.94
4 Weeks	10.50
6 Weeks	6.34
2 Months	8.95
3 Months	10.87
6 Months	11.31
9 Months	5.83
12 Months	3.24
Over 1 Year	10.36

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 or by dialing 1-866-694-5627. Together we will help you Go Beyond!