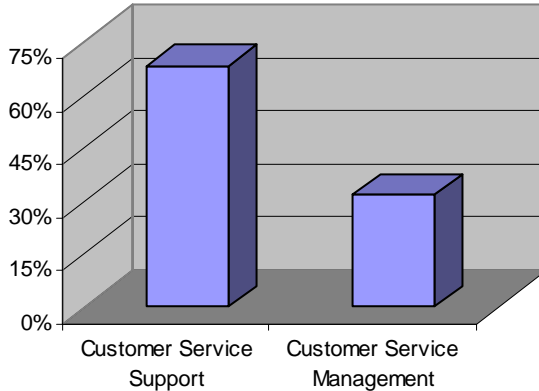
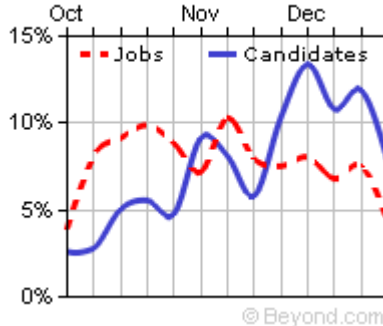


**Candidate Breakdown – Percentage of Industry Customer Service**



**Customer Service Employment Trends  
(Percentage of Network – October 2007 to December 2007)**



**Customer Service Employment Forecast**  
(Source: Bureau of Labor Statistics: Occupational Outlook Handbook, 2008-2009)

- Customer Service Representatives will have one of the largest numbers 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 Candidates	574K
Active Resumes*	526K
Jobs Posted	29K
Channel Sites	30
Email Contacts	1.51 Million
Monthly Channel Statistics	
Job Views	167K
Online Applications	23K
New Candidates	24K
New Resumes	17K

Most Popular Candidate Titles (%)
1. Customer Service Representative (45.88)
2. Customer Service Supervisor (14.94)
3. Customer Service Manager (14.88)
4. Collections Agent (11.06)
4. Sales Assistant (10.72)
5. Facilities Manager (2.52)

Cities with the Most Jobs Posted
1. New York, NY
2. Houston, TX
3. Chicago, IL
4. Atlanta, GA
5. San Antonio, TX

\*Includes only one resume per candidate

**You can effectively reach this market.  
Here is how we can help.**

The Beyond.com Network is comprised of more than 15,000 general, local and niche-industry web sites that together have the power to reach more than **25 million business professional contacts** through its network community, with thousands of new members added each day. A complete listing of the Beyond.com Network sites can be found at: [www.Beyond.com/Network](http://www.Beyond.com/Network).

The Customer Service Delivery Channel captures and delivers information tailored to meet the individual needs and goals of the customer service professional and corporate organization. In addition to searching for a new job, candidate, or industry-related resource materials, Beyond.com can help create a customized recruitment, marketing or advertising campaign that will effectively reach your company's targeted audience.

Branding and advertising opportunities include:

- Job Posting Packages
- E-Mail Marketing and Sponsorships
- Corporate Branding & Spotlights
- Banner Advertising
- Alerts and Keyword Purchases

# Customer Service 4QT07 Industry Outlook

## The Beyond.com Network

By using the power of the Beyond.com Network, your company can be as broad or as specific as necessary in its search to target the critical audience to maximize the value of your recruiting, marketing or advertising campaign. You can target national, regional, state, city, specialty or industry-specific areas. Located below are a few listings of top states, keyword searches and web sites that should be considered:

Top 10 States for New Candidates (%)
1. Florida (14.49)
2. Texas (12.06)
3. Georgia (11.52)
4. North Carolina (8.16)
5. California (7.17)
6. Illinois (5.63)
7. Pennsylvania (4.33)
8. Michigan (4.16)
9. Arizona (2.85)
10. Colorado (2.42)

### 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
BaltimoreJobsite.com	PittsburghJobs.com	PhoenixJobs.com
BostonJobsite.com	AlbanyJobsite.com	ChicagoJob.net

### Industry Sites

CustomerServiceJobs.com	AdministrativeClerical.com	CallCenterSupervisor.com
CustomerServiceRep.net	HelpDeskTechnican.com	OfficePosition.com
ClientServiceRepresentative.com	CustomerServiceSpecialist.com	BankingHeadTeller.com

## Key Customer Service Demographics

In addition to the extensive reach of the Beyond.com Network, it is also important to understand key demographics for the Customer Service Delivery Channel such as years of experience, educational background, length of job search and candidate personality traits. As you can see, 70.51% of our network candidates have pursued higher education, 64% have 5 or more years experience and more than 50% of candidates have chosen the Beyond.com Network within the first 2 weeks of their job search. This translates into a significant opportunity for your company to tap into a highly-talented, knowledgeable and fresh candidate pool.

Experience Level	%
Less than 1 year	4.74
1-3 Years	14.42
3-5 Years	16.85
5-10 Years	25.99
10-15 Years	14.98
15-20 Years	11.30
21+ Years	11.73

Educational Background	%
Post Graduate Degree	1.71
4 Year College Degree	12.75
2 Year College Degree	10.45
Some College	45.60
High School Diploma	29.49

Length of Job Search	%
Just Started	34.78
2 Weeks	15.82
4 Weeks	13.56
6 Weeks	6.70
2 Months	8.92
3 Months	8.47
6 Months	6.15
9 Months	1.58
12 Months	0.86
Over 1 Year	3.14

### 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 [LPSales@Beyond.com](mailto:LPSales@Beyond.com) or by dialing 1-866-694-5627. Together we will help you Go Beyond!**