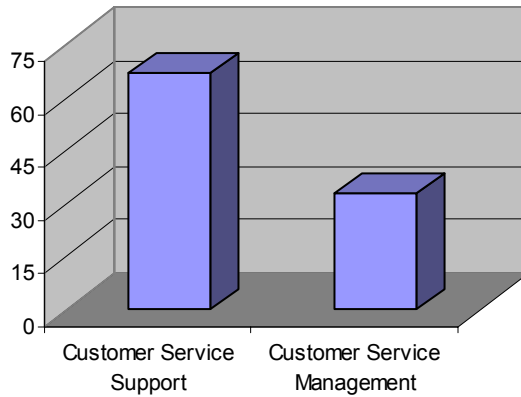
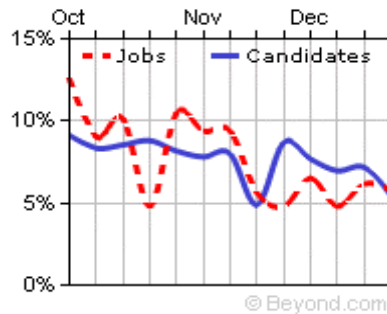


Top Candidate Sectors – Percentage of Industry Customer Service



Customer Service Employment Trends (Percentage of Network – Oct. 2006 to Dec. 2006)



Customer Service Employment Forecast (Source: Bureau of Labor Statistics: Occupational Outlook Handbook, 2006-2007)

- Employment of customer service representatives is expected to increase between 18% and 26% by 2014 as many industries recognize that strong customer service can build sales and visibility.
- Prospects for obtaining a job in Customer Service are expected to be excellent, with more job openings than jobseekers. Bilingual jobseekers, in particular, may enjoy favorable job prospects.

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

The Beyond.com Network is comprised of more than 11,000 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.

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
- Corporate Spotlights
- Alerts and Keyword Purchases

Network Statistics	
Monthly Visitors	>3 million
Page Views	20 million
Customer Service Statistics	
Resumes	493K
Job Postings	26K
Channel Sites	29
Contacts	1.51 million

Top 5 Candidate Positions (%)
1. Customer Service Representative (43.34)
2. Customer Service Manager (16.08)
3. Customer Service Supervisor (15.06)
4. Sales Assistant (11.99)
5. Collections Agent (10.40)
6. Facilities Manager (3.14)

Top 5 Cities with Open Positions
1. Salt Lake City, UT
2. Phoenix, AZ
3. San Diego, CA
4. Dallas, TX
5. Houston, TX

Customer Service 4QT06 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, key word searches and web sites that should be considered:

Top 10 States for Candidate Registrations (%)
1. California (9.88)
2. Texas (9.32)
3. Pennsylvania (7.84)
4. Illinois (7.84)
5. Georgia (6.20)
6. Florida (5.84)
7. New York (5.78)
8. Michigan (4.08)
9. New Jersey (3.42)
10. North Carolina (3.34)

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

OfficePosition.com	AdministrativeClerical.com	CallCenterSupervisor.com
CustomerServiceRep.net	HelpDeskTechnican.com	CustomerserviceJobs.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, 66.42% of our network candidates have pursued higher education, 59.72% have 5 or more years experience and almost 45% 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	6.69
1-3 Years	15.05
3-5 Years	18.55
5-10 Years	23.81
10-15 Years	14.54
15-20 Years	10.87
21+ Years	10.50

Educational Background	%
Post Graduate Degree	3.31
4 Year College Degree	15.39
2 Year College Degree	10.29
Some College	37.43
High School Diploma	33.58

Length of Job Search	%
Just Started	31.19
2 Weeks	13.63
4 Weeks	12.37
6 Weeks	6.79
2 Months	8.86
3 Months	8.89
6 Months	7.03
9 Months	2.33
12 Months	1.44
Over 1 Year	7.46

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