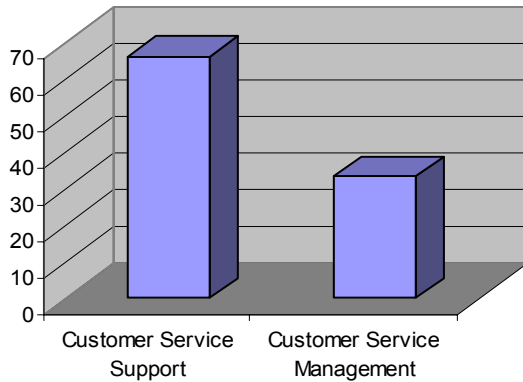
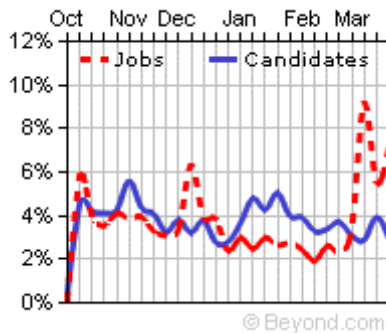


**Top Candidate Sectors – Percentage of Industry Customer Service**



**Customer Service Employment Trends  
(Percentage of Network - October 2005 to March 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](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
- Corporate Spotlights
- Alerts and Keyword Purchases

Network Statistics	
Monthly Visitors	>3 million
Page Views	20 million
Customer Service Statistics	
Resumes	320K
Job Postings	6K
Channel Sites	26
Contacts	1.51 million

Top Positions (%)
1. Customer Service Representative (44.01%)
2. Customer Service Manager (16.90%)
3. Customer Service Supervisor (15.56%)
4. Sales Assistant (11.07%)
5. Collections Agent (9.37%)
6. Facilities Manager (3.10%)

Top 5 Cities for Jobs
1. New York, NY
2. Los Angeles, CA
3. Dallas, TX
4. Houston, TX
5. Denver, CO

# Customer Service 1QT06 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 Candidates
1. California (8.83%)
2. New York (8.83%)
3. Texas (8.62%)
4. Pennsylvania (6.35%)
5. Illinois (6.16%)
6. Florida (5.07%)
7. Georgia (4.74%)
8. Michigan (3.97%)
9. North Carolina (3.39%)
10. New Jersey (3.24%)

### Customer Service Key Word Searches:

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, 61.38% of our network candidates have pursued higher education and almost 54% 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.

Educational Background	
Post Graduate Degree	3.01%
4 Year College Degree	13.67%
2 Year College Degree	8.82%
Some College	35.88%
High School Diploma	38.38%

Length of Job Search	
Just Started	37.47%
2 Weeks	16.49%
4 Weeks	10.69%
6 Weeks	6.60%
2 Months	6.46%
3 Months	8.58%
6 Months	5.41%
9 Months	1.06%
12 Months	1.72%
Over 1 Year	5.01%

**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!**