

1. DHL TO LAYOFF 736 AT SCOTTSDALE CENTER

November 10th – *East Valley Tribune*

Package-delivery giant DHL said Monday that it will end domestic service in the United States by the end of January and lay off 9,500 employees nationwide, including 736 at its Scottsdale data center.

<http://www.eastvalleytribune.com/story/130126>

2. CONVERGYS BACOLOD CALL CENTER TO EMPLOY 1,000 BY YEAR-END

November 11th – *sunstar.com (Philippine Community News)*

CONVERGYS Corp. a global leader in relationship management said it plans to employ up to 1,000 workers in its integrated contact center here by year-end.

<http://www.sunstar.com.ph/cebu/convergys-bacolod-call-center-employ-1000-year-end>

3. HOME SHOPPING CHANNEL TO LAY OFF 700 EMPLOYEES

November 13th – *Wall Street Journal Online*

Liberty Media Corp.'s QVC home-shopping channel laid off 160 U.S. workers and said it expects to eliminate 700 jobs, or 5.8% of its work force, over the next 14 months. QVC said 500 jobs in its West Chester, Pa., distribution center will be eliminated, as well as 250 jobs in a call center there that it plans to close by the end of March.

http://online.wsj.com/article/SB122653195720222385.html?mod=googlenews_wsj

4. CALL CENTERS – JOB OPTION AT HOME

November 15th – *Wall Street Journal Online*

You've heard of off shoring. What about home-shoring? That's a term some use to describe companies' tapping U.S. workers to answer tech-support and customer-service calls -- from home. Hilton Hotels employs about 900 work-at-home reservation agents, while outsourcing companies such as Alpine Access, Arise Virtual Solutions and LiveOps, among others, hire agents to handle various types of call-center work for their clients.

http://online.wsj.com/article/SB122680388282631287.html?mod=googlenews_wsj

5. CITIGROUP ELIMINATING 53,000 JOBS

November 18th – *mysanantonio.com – (Associated Press)*

Citigroup, widely seen as the weakest Wall Street bank, will make some of the most severe cuts in the history of U.S. business — 53,000 jobs — as it tries to slash costs and get back to basics before it's too late. The cuts will leave Citi about 20 percent smaller.

<http://www.mysanantonio.com/business/jobs/34630429.html>

6. NOTIFYMD SELECTS WINTHROP, MAINE FOR NEW OPERATIONS CENTER 200 JOBS IN 2 YEARS

November 18th – *mainebusiness.com*

NotifyMD, a leading provider of comprehensive messaging services to physician offices nationwide, will open a new Care Coordination Center in Winthrop, creating hundreds of new jobs. The Tennessee-based company currently has six contact centers nationwide, including a center in Farmington, Maine. The new Winthrop operations center will be NotifyMD's largest Care Coordination Center in the country employing 200 in the next two years.

<http://mainebusiness.maintoday.com/newsdirect/release.html?id=6411>

7. SUDDENLINK OPENS 5-STATE CALL CENTER IN WEST VIRGINIA

November 19th – *forbes.com* (Associated Press)

The 18,000-square-foot call center officially opened Tuesday but operations were switched over the weekend from Suddenlink's existing facility in Parkersburg. The new call center will serve 240,000 cable, Internet and phone customers in a five-state region.

<http://www.forbes.com/feeds/ap/2008/11/19/ap5715618.html>

8. CAPITAL ONE HOME LOANS WILL CLOSE KANSAS CENTER – LAY OFF ABOUT 320

November 7th – *Washington Business Journal*

Capital One Home Loans will close a lending center and lay off about 320 employees in suburban Kansas City. Capital One Financial spokeswoman Julie Rakes said Friday that the company decided to close the Overland Park center as a "response to the current homelending environment and to gain better efficiencies."

<http://www.bizjournals.com/washington/stories/2008/11/03/daily111.html>

9. GAUTENG HAS 60% OF SOUTH AFRICA'S CALL CENTERS

November 26th – *callcenterafrica.com*

Gauteng has 60 percent of South Africa's call or contact center operations and anticipates that in the next six months it will grow a further 40 percent and double within the next two years. A call center just deals with telephone queries, but a contact center copes with email queries too. It has become a primary job creator. Those who are particularly sought after are people who are patient, have a good telephone voice, clear accent and can speak more than one language.

<http://www.call-center-africa.com/news/gauteng%20has%2060%20percent%20of%20south%20africas%20call%20centers.htm>

10. MORE CALL CENTER WORK DONE AT HOME

November 26th – *Associated Press*

Companies that supply customer service agents to businesses around the world say they are saving money and attracting better employees by letting them work from their own houses. "It gives us access to some high-quality labor that wouldn't work in a call center," said Andrea Ayers, president for customer management for Convergys Corp.

<http://www.businessweek.com/ap/financialnews/D94MR65G4.htm>