

**1. HOT SPRINGS CALL CENTER TO RETAIN WORKERS AS CLIENT EMERGES***October 1st – arkansasbusiness.com*

A call center in Hot Springs initially announced it would lay off almost all its workers said wednesday that it has been selected to handle business for a new client and will now employ more than 500 people.

<http://www.arkansasbusiness.com/article.aspx?alD=108715.54928.120856>

**2. BUREAU OF COLLECTION RECOVERY (BCR) OPENS NEW 225 SEAT CALL CENTER***October 10th – Market Watch – Business Wire*

Bureau of Collection Recovery (BCR) announced today the opening of a new 225 seat call center in Willmar Minnesota. "The expansion allows BCR to meet its growing business. BCR Specializes in Telecom, Bank Card, Retail Credit Card, and related Accounts Receivable Management of Early Out and post Charge off business.

<http://www.marketwatch.com/news/story/bureau-collection-recovery-bcr-opens/story.aspx?guid=%7BC5B5DA7B-2361-4B49-9A45-7A37BA41CD68%7D&dist=hppr>

**3. JSS BPO PLANS 300-SEATER CALL CENTER IN NOIDA (NEW DELHI INDIA)***October 16th – business-standard.com*

JSS BPO, a part of the city-based JSS Group, has drawn up a plan to set up a 300-seater call centre in Noida and the facility is expected to be operational within two months. JSS BPO offers a wide array of products and services including accounting services, call center, data base management & document management.

<http://www.business-standard.com/india/storypage.php?autono=337467>

**4. AT&T TO BRING 350 CALL CENTER JOBS TO LAS VEGAS***October 15th – lasvegassun.com*

AT&T opened a High Speed Internet Technical Support Center on West Charleston Boulevard and Towne Square today. The center will employ 80 people initially, with plans to gradually grow the staff to 350 people by June, 2009.

<http://www.lasvegassun.com/news/2008/oct/15/t-bring-350-call-center-jobs-back-las-vegas/>

**5. STREAM GLOBAL SERVICES ACQUIRES EL SALVADOR CONTACT CENTER – EXTENDS REACH TO LATIN AMERICA***October 20th – Market Watch – PR Newswire*

Stream Global Services, Inc today announced its purchase of a Dell Inc contact center in San Salvador, El Salvador. Encompassing more than 1,500 workstations across 129,000 square feet, the El Salvador center signals Stream's continued global expansion.

<http://www.marketwatch.com/news/story/stream-global-services-acquires-el/story.aspx?guid=%7B3E703DB8-AEE6-4DED-BEB1-6769CC311A9D%7D&dist=hppr>

## 6. AUSTRALIAN AUTO LENDER AXES CALL CENTER OPERATORS

October 24th – ABC International – [radioaustralia.net](http://radioaustralia.net)

The General Motors Acceptance Corporation, or GMAC, has told the ABC the global credit crunch has forced it to pull the plug on its Australian and New Zealand operations. A total of 185 employees have been told their work will end on December the 31st.

<http://www.radioaustralia.net.au/news/stories/200810/s2400002.htm?tab=latest>

## 7. NCO GROUP ADDING 400 JOBS TO CALL CENTER AFTER EXPANSION

October 24th – [insidearm.com](http://insidearm.com)

Accounts receivable management and business process outsourcing giant NCO Group is adding some 400 jobs to a recently-expanded call center in Missouri, according to an announcement Wednesday by a local Chamber of Commerce.

<http://www.insidearm.com/go/arm-news/nco-group-adding-400-jobs-to-call-center-after-expansion>

## 8. YAHOO TO OPEN FACILITIES IN NEBRASKA

October 27th – [DMNews](http://DMNews.com)

Yahoo has announced it will invest at least \$100 million in a new data center and customer care center in Omaha and La Vista, NE. This move will create at least 100 jobs. The announcement comes days after Yahoo's Q3 earnings were released in which the company said it would cut at least 1,500 jobs at \$400 million from its annual expenses.

<http://www.dmnews.com/Yahoo-to-open-facilities-in-Nebraska/article/119998/>

## 9. CALL CENTER SLATED TO OPEN IN MARSHALLTOWN THOMAS L. CARDELLA & ASSOCIATES

October 28th – [Associated Press](http://Associated Press)

Cedar Rapids Company plans to open a call center in Marshalltown and create up to 200 jobs. Thomas L. Cardella & Associates already has call centers in Cedar Rapids, Coralville and Keokuk. The company employs 710 people at those call centers.

<http://archives.chicagotribune.com/2008/oct/28/news/chi-ap-ia-callcenterjobs>

## 10. COMCAST CALL CENTER PAYING DIVIDENDS – HEADQUARTERS OPENS IN EAST LEE COUNTY

October 29th – [News-press.com](http://News-press.com)

The 350,000 Southwest Florida households served by Comcast can expect more consistent, responsive customer service, helped by the company's new local headquarters, the top local executive said last week. The new headquarters, at 12641 Corporate Lakes Drive near Gateway in southeast Lee County, officially marked its grand opening Oct. 21.

<http://www.news-press.com/article/20081029/NEWS0103/810290313/1005/ACC>