

1. PRICELINE TO OPEN WYOMING CALL CENTER

August 6th - Chronicle News Service

Online travel giant Priceline.com is bringing a bit of its fast-growing hotel bookings operation and, eventually, hundreds of jobs to Wyoming. 45K Square ft. of office space will encompass up to 400 new jobs.

http://blog.mlive.com/chronicle/2008/08/priceline_to_open_wyoming_call.html

2. 250 N.E.W JOBS COME TO MERIDIAN

August 8th - The Meridian (MS)

N.E.W. Corp., the Virginia-based company opening the center, provides over-the-phone customer service and technical support for a variety of companies. In Meridian, the call center will service DirecTV. The Meridian call center will be N.E.W.'s 10th call center.

http://www.meridianstar.com/local/local_story_221001436.html

3. AETNA – HEALTHCARE GIANT ADDS TO OCCUPANCY IN PARKWAY CENTER

August 8th - CoStar Group

Aetna Inc. will expand employment in Green Tree by 350, thanks in part to \$1.7 million in state funding, officials said Tuesday. The planned expansion is part of the pharmacy call center which will add another 38K square ft to the current occupied space.

<http://www.costar.com/News/Article.aspx?id=08EDF57D81503A4FED20B55D1DABA0AA>

4. AMAZON TO OPEN CALL CENTER IN COSTA RICA

August 13th - ticotimes.net

Amazon.com, the U.S.-based online vender of books and a million other things, announced yesterday it plans to open a customer service center in the city of Heredia, just north of San José. The company plans to hire 300 associates over the next couple years.

http://www.ticotimes.net/dailyarchive/2008_08/0813083.htm

5. VERIZON WIRELESS TO HIRE 200

August 19th - New Mexico Business Weekly

Verizon Wireless plans to hire 200 more workers before year-end for its Albuquerque Customer Service Center. The company opened the facility in the fall of 2006 — a 197,000-square-foot complex on the city's Westside.

<http://www.bizjournals.com/albuquerque/stories/2008/08/18/daily17.html>

6. NUCOMM LOOKS TO GROW IN LAFAYETTE, LA

August 15th - *The Daily Adviser*

Two years ago, NuComm International announced plans to open a call center that would bring 1,000 jobs to Lafayette. Today, the Canadian company employs about half that number and has more than 100 openings.

<http://www.theadvertiser.com/apps/pbcs.dll/article?AID=/20080815/BUSINESS/808150307/1046>

7. EMBARQ WILL CUT AS MANY AS 700 JOBS, 300 CONTRACT WORKERS

August 22nd - *Kansas City Business Journal*

Embarq is responding to a slowing economy, rising fuel prices and customer defections with its second effort in less than a year to cut up to 1,000 jobs. Embarq Corp. wants to cut 500 to 700 employees by year's end and is beginning by offering voluntary severance packages.

<http://www.bizjournals.com/kansascity/stories/2008/08/18/daily33.html>

8. RICHARDSON, TX MAY GET AT&T CALL CENTER

August 15th - *Dallas Business Journal*

AT&T Inc. is close to signing a deal that has it leasing 60,000 square feet in Lakeside Centre in Richardson. The move would put the telecom company into space previously occupied by Countrywide Financial Corp., according to a landlord representative.

<http://www.bizjournals.com/dallas/stories/2008/08/18/story5.html>

9. GOING GREEN WITH AT-HOME CALL CENTER AGENTS

August 5th - *CRM.com*

The case for work-at-home (remote) call center agents has historically been based on such factors as improving employee satisfaction and helping prevent agent turnover. An article that links cost savings with going green.

http://searchcrm.techtarget.com/news/article/0,,sid11_gci1323953,00.html

10. SOUTHERN INDIANA TECH FIRMS MERGE; PLAN 100 PERSON CALL CENTER

August 22nd - *Business First of Louisville*

Better Quality IT, a New Albany-based company that sells, installs and maintains computer services, has merged with Columbus, Ind.-based telephony and voice integration company Central Communication. The Company plans to begin hiring up to 100 customer service and IT professionals.

<http://www.bizjournals.com/louisville/stories/2008/08/18/daily44.html>