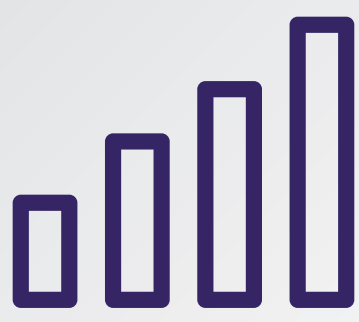


CYBER MONDAY



Since the first Cyber Monday in 2005, sales have grown nearly **2,000%**



Sales will peak at **11:25 am**



It is now the busiest shopping day of the year in the US and the UK



Amazon will sell **320 products per second**



The biggest percentage of shoppers are **65 and older**



Most retail traffic will originate in **offices**

Sources: leftronic.com, muchneeded.com, readycloud.com

An estimated 90% of retailers will offer some type of promotion on Cyber Monday. The traffic will put a strain on customer service and support personnel, especially for companies that did not properly plan.

GlowTouch is a privately held and WBENC-certified, woman-owned enterprise, founded in 2002. We provide personalized contact center, business processing, and technology outsourcing solutions to clients around the world. Our 2,300+ employees deliver operational excellence with high-touch engagement garnering recognition by independent bodies such as Everest Group, International Association of Outsourcing Professionals (IAOP), and a six-time honoree on the Inc. 5000. GlowTouch is headquartered in Louisville, KY, with onshore contact centers in Louisville, KY, and Miami, FL; a nearshore presence in Santo Domingo, Dominican Republic; and offshore locations in Mangalore, Bangalore, and Mysore India. To learn more about GlowTouch, visit www.GlowTouch.com