



Bricks and Mortar Don't Answer the Calls.



hello?



WORKING SOLUTIONS™
Agents OnDemand™

People Do.



Contact center customers don't care about buildings, they care about closing sales, resolving issues, and providing timely information to valuable prospects and loyal customers. Success means having highly trained and experienced talent to staff your contact center precisely when they're needed, day in and day out. [Agents OnDemand™](#) from Working Solutions places seasoned professionals at your disposal on a regular schedule or at a moment's notice. What's more, our proven demand-based scheduling model means you only pay for the talent you need, when you need it — which saves you the cost of excess staff when you don't.



A Better Business Model.

The market for remote agents is exploding, with one-in-three companies seizing the competitive advantages of this smart alternative to traditional outsourcing. As your organization expands beyond seasonal demands to take on more complex (and more profitable) transactions, a remote agent solution makes more sense than ever — and certainly more sense than investing in more space and equipment.

The top 3 reasons our clients choose Agents OnDemand™:

- » professional agents
- » scalability
- » return on investment

When you're ready to realize these benefits for your business, we're ready to help.

Better Solutions by Design

At Working Solutions, our Agents OnDemand™ professionals work from remote offices networked by the same advanced-technology systems you'd expect to see in a top quality contact center. And after years of fine tuning our business model through careful screening, hiring practices and specialized training procedures we've learned just what it takes to align our customer support alternatives with our customers' business objectives. In short, we offer you the same level of service and commitment (or better) you receive from your own in-house staff.

Our services include:

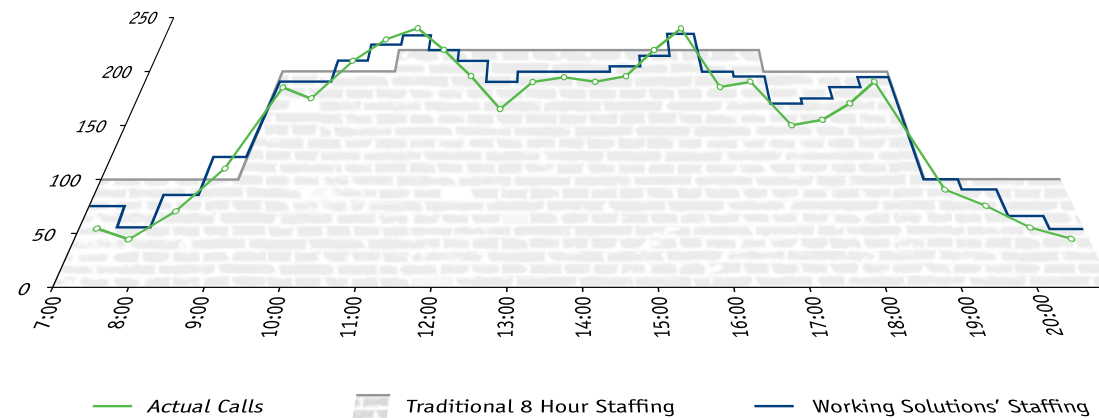
Sales Agents OnDemand™ professionals with experience in various sales methodologies designed to increase overall revenue and productivity. Our agents average five years of dedicated sales experience. These are dynamic thinking professionals whose experience with complex products, services, and sales can increase your sales conversions and average order value by up to 30%.

Service Agents OnDemand™ educated professionals utilized for their problem-solving skills and ability to deliver superior end-customer experience and satisfaction. As great communicators, their proven approach helps you achieve first call resolution while increasing customer loyalty and lifetime value.

Specialized Agents OnDemand™ industry-specific experience for businesses that require specialized skill sets, certifications, licenses, or training to handle

unique customer transactions. These professionals have what it takes to serve as a seamless extension of your internal operation and include Healthcare Agents OnDemand™, Financial Agents OnDemand™, and Travel Agents OnDemand™.

Business Continuity Planning and Support Services offer experienced agents, contact center systems, mission-critical infrastructures, and management solutions to help maintain your business operations in times of need, like when faced with a power outage or a natural disaster. Best of all, solutions can be implemented in 24-hours or less to help keep productivity and revenue losses at an absolute minimum.



- » Lower attrition – averaging less than 10% and yielding higher agent proficiency and improved quality.
- » Consistent performance – meeting project-specific requirements, hour after hour, one client at a time.

Flexible Scheduling for Superior Performance

- » Scalable to meet changing business demands on a moment's notice.
- » More than 28,000 dedicated agents available when you need them.
- » Optimized staffing to the 15-minute increment.
- » Expanded offerings for peak demand, volume overflow, after hours requirements, or seasonal support.

Manage Your Growth Gracefully

Real growth never comes in nice, neat increments. Sometimes it's two steps forward and one step back. Other times it's a relentless explosion of unceasing commitments. Working Solutions' flexible staffing, along with the expertise of our management team of contact center veterans, can help you manage your company's growth risks and overhead while enhancing your ability to grow. Choose to grow with Working Solutions and generate customer loyalty and contribute to your customer lifetime value. Get the most out of every dollar you invest.

Maximize Financial Returns - Our proven approach has the ability to increase:

- » Average order values
- » Customer lifetime value
- » Customer satisfaction rating
- » Brand equity value

Virtual ACD and IVR solutions provide you with the advanced technology systems and resources you need to support your expanding call activities without additional infrastructure or equipment costs. Our automated solutions give you the power to design the most efficient contact center solutions available today.

Real-Time Transcription Services provide real-time transcription capabilities while ensuring accuracy and efficiency of data. With 32 languages supported around the clock, we're able to maximize transcription turnaround and data input, while decreasing costs.

The Working Solutions Formula for Results

Working Solutions didn't become a market leader overnight. Our reputation is hard earned through the quality of our agents, our comprehensive and innovative solutions and, what's most important, our ability to achieve program results. Our competitive advantages include:

Better Agents for Better Results

- » Averaging 5 to 7 years of experience – which translates into excellent customer satisfaction and first call resolution.



“Working Solutions uses industry-specific professional agents to provide high quality customer interactions, flexible contact center solutions, and positive financial results.”

Build Productivity - Our customers have achieved measurable productivity gains, including lowered attrition and increased employee satisfaction, while decreasing their overall headcount. Consider these results:

- » Average increase in first call resolution of 6%.
- » Average “per seat” cost of a remote agent is 15-20% less than the cost of a “bricks and mortar” agent.
- » Overall operational expense reduction by 15-20% and headcount reduction by up to 10%.
- » Elimination of up-front capital expense and investment.

Transactions Too Complex? Not Anymore!

Identifying and recruiting the right agents with the right skill sets has been a crucial element of our success. Our proprietary suite of action-oriented distance learning tools, methods of instruction, and complete learning experience thoroughly prepare agents for your program. Another key to our success has been perfecting the right blend of direct trainer instruction, independent practice, and group practice within a project team. More than 80% of our agents have a college education, 40% have a degree, and 20% of our Agents OnDemand™ community is multi-lingual. Our agents participate in detailed pre- and post-assessment skills testing to ensure competency in your products or services.

About Working Solutions

Founded in 1996, Working Solutions provides call center solutions to corporations seeking to improve return on investment. Through its network of more than 28,000 high quality agents combined with industry-experienced leadership, Working Solutions delivers flexible solutions for improved financial results and superior customer experiences over traditional outsourcing or in-house solutions. A pioneer in the remote call center industry, Working Solutions continues to be an industry leader in every aspect related to the remote agent workforce.



No Building. No Fear.™

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