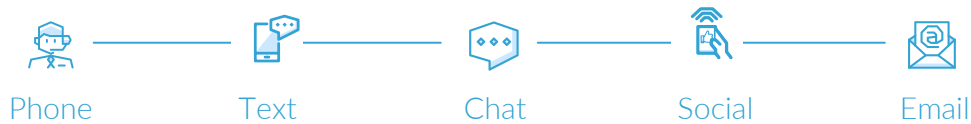




ABOUT US

Founded in 1996, Working Solutions began as an idea that sparked an entire industry—remote contact center outsourcing. With **23 years of success**, the company is a recognized leader in on-demand, business process solutions. Fast and fluid, its onshore workforce of sales, customer care and tech-support agents delivers double-digit results for clients.

Enhancing client's customer experience across all channels:



INDUSTRIES

Working Solutions partners with companies across all industries, providing a full-service, customized approach with solutions that best fit needs. Services are tailored to each company's culture and customers.

- Communications
- Consumer / Retail
- Energy / Utility
- Financial Services
- Healthcare
- Travel / Hospitality



ON-DEMAND SOLUTIONS

Customer Care

We have a highly skilled, distributed workforce of **110,000+** agents ready to work on-demand.

- Average **5 points** higher on ASAT scores than other outsourcers or in-house teams
- Raise quality assurance to **95%+**

Sales Growth

Agents in the U.S. and Canada know how to capture more sales and increase revenue through inbound and outbound selling.

- Increase close rates by **30%**
- Extend add-on sales by **20%**

Business Continuity

Partner with companies to provide support during disasters, extreme weather, technical outages and high-volume seasons.

- Predictive planning tools help minimize risk for any event
- On-demand resources flex-up to **500%+** across any region in the U.S.



CLIENT STORY

Stepping in to help during seasonal peak

Over a June-to-October time period, a major energy company underestimated demand by 20%. Not only did the client need a responsive workforce to step in, but it also wanted agents to achieve a 92% productivity rate. That meant only six minutes of idle time per hour. Working Solutions helped recover nearly 90% of the unexpected demand. Plus, our agents exceeded performance of the client's internal team by more than 10%.

92%

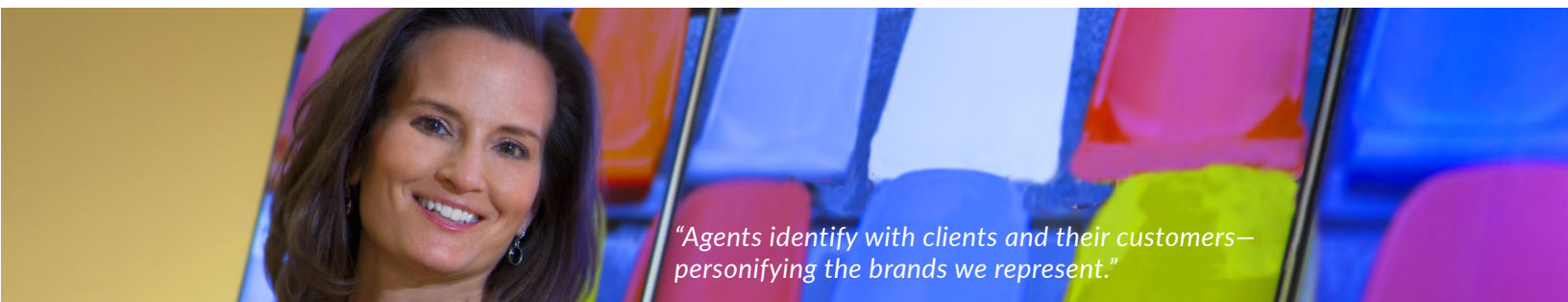
Maintained client goal of **92%** productivity.

90%

Recovered nearly **90%** of unexpected demand.

10%

Exceeded by **10%+** in-house performance.



Recognized Leader

Chief executive Kim Houline pioneered distributed contact center solutions across America. In 2019, FlexJobs recognized Working Solutions for the fifth straight year among its Top 100 companies for remote work, ranking in the Top 10 for the last four years. In its analysis of BPO services, industry analyst Gartner recognized Working Solutions as a "Rising Star" for customer management business process outsourcing (CM BPO) among other industry leaders. Ovum also listed Working Solutions on the enterprise short list for home-based service providers, specifically highlighting strengths in leadership, adaptive offerings and ability to attract talent.



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