



Recognized Leader in Serving Clients and Their Customers

Based in Plano, Texas, Working Solutions uses professional, U.S.-based agents who work securely from home. For companies of all sizes, they handle sales, customer care and technical support.

With nearly 20 years of success in business process services, we know how to minimize operational costs, maximize business performance and elevate customer experiences to build brands.

Agents, in fact, often deliver double-digit results for our clients.

Working Solutions is well positioned to help clients with four unique core competencies.

Talent Acquisition

With a network of 110,000+ registered agents, Working Solutions can match the experience and skills needed to serve clients and their customers well. Agents come from all industries, such as consumer services, energy, healthcare, retail, travel and hospitality. Nearly 90% of them are college educated, with 5% having graduate degrees. More than 60% of agents have management experience. They average 11 years in customer service and five years in sales.

Agent Development

At Working Solutions University™ (WSU), we educate thousands of on-demand agents in our clients' businesses, cultures and customers. All education—from onboarding for a client program to ongoing business improvement—is done virtually, led by certified educators. Many hold master degrees, with work experience ranging from seven to 10+ years. Vyne, our all-in-one talent community portal, is where agents access their instruction, scheduling and check performance.

Service Delivery

Service excellence underpins all we do—delivered with rigorous check points and milestones. Adhering to industry standards, such as Payment Card Industry Data Security Standard (PCI DSS) Level 1 and Health Insurance Portability and Accountability Act (HIPAA) compliance, security is integrated into our systems at all levels. Beyond them, we add data masking and remote monitoring of agent desktops. Agent performance always is monitored to meet client expectations. Analytical tools, managed through our talent portal, assure the highest levels of quality and management.

Innovation

Working Solutions pioneered the virtual contact center industry in 1996. And while longevity is no guarantee of continued success, we believe it demonstrates staying power by creatively serving clients and their customers. We work with multiple technology platforms and security systems—be they a client's own or ones provided by approved partners. We leverage the best hardware, processes and apps to make clients standouts in their own industries.

Glassdoor—Open Door into Working Solutions

It's worth knowing that agents like working for us—with a nearly 90% recommend rate on Glassdoor. And that feeling comes through when they're serving a client's customers. Our agents, in fact, have delivered increases from 20% to 30% in add-on sales, sales close rates, first-call resolutions, customer satisfaction scores and average order values. It's a double-digit endorsement that benefits any business.

Clients Will Tell You

We partner with forward-thinking executives who understand the value of aligning contact center operations with business objectives. We augment or replace existing contact center operations through proven partners, people, processes and technologies. For nearly two decades, Working Solutions has delivered complete contact center solutions for clients and their customers who demand secure and superior service. Our work includes handling inbound and outbound calls and/or email, chat and web comment feedback, social media follow-up, and responses to fulfillment programs.

Ovum Recommendation: Making the Enterprise Shortlist

In its report, industry analyst Ovum identifies our strong points, including:

- Financial strength—revenues dispersed across different sectors
- Stable leadership—executives with broad, well-established industry expertise
- Diversity of clients—track record of serving various-sized firms across industries
- Ability to attract talent—well positioned to respond to new opportunities
- Adaptive offering—flexibility to change with business needs of clients and their customers

Ovum puts Working Solutions on the enterprise shortlist for service providers, stating the company "...will remain a top-line vendor in the home agent space for the foreseeable future."

Doing the Absolute Best

"We have watched your teams handle millions of customer calls. We have seen you survive ash clouds, snowstorms, floods and hurricanes and you have done all of this reliably, professionally and with one committed focus and goal—doing the absolute best for the American Express Travel customer."