

# IMPROVE ODDS FOR TECHNICAL SUPPORT

Superior service via  
web, chat and phone

**CHALLENGE:** *Find top tech support at best cost*

- Ensure a large number of qualified technical support specialists at all times.
- Overcome language difficulties typically found with offshore providers.
- Find the most efficient model for expanding an English-speaking staff.
- Access agents with technical acumen and savvy customer relationship skills.
- Resolve customer issues on the first call—without added handle time.



Call resolution  
average

**SOLUTION:** *Offered trained industry specialists*

- Selected motivated agents with in-depth industry knowledge.
- Degreed professional educators developed training curriculum.
- Agents engaged in intensive, web-based training tailored to client.
- Prepared agents to work across multiple data and knowledge bases.
- Enabled seamless integration of specialists with high-quality service.



Or greater savings  
on call adjustments

**RESULTS:** *Exceeded cost and expectations*

- Specialists hit the ground running—with no on-the-job training.
- Interacted well with customers, improving service levels and loyalty.
- Saved money by decreasing average call adjustments by 40-plus cents.
- Reduced call adjustments resulted in total savings of more than 90%.
- Ready for business expansion and contraction with fast-flex scaling.

*"The level of service provided is much higher than our normal average. Agents are more mature. The ability to pull from a very large pool enables them to find exactly the right agents."*

- Senior Executive

## ENHANCING STAFF. PLEASING CUSTOMERS.

A Fortune 500 global digital network provider sought to differentiate its business in a highly competitive industry through best-in-class technical support.



### Fixed to distributed

The client had used traditional call centers to supplement its staff. While offshoring cost less, the client opted for the flexibility and extensive talent of a U.S.-based network—with agents well-versed in tech support.



### Preparing for success

Degreed educators developed a client-specific curriculum to meet its business needs. Agents took comprehensive, web-based training that prepared them to work simultaneously across multiple databases and knowledge bases.



### Client impressed

The professionalism and knowledge of these technical specialists resolved any concerns the FORTUNE 500 client had about a home-based agent model, including issues of accountability and control over productivity and quality.



866.857.4800

[workingsolutions.com](http://workingsolutions.com)

[sales@workingsol.com](mailto:sales@workingsol.com)