

Agents OnDemand™ – No Buildings ... No Fear

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

Traditional brick-and-mortar facilities in today's contact center environment have become optional for delivering the branded customer experience. One thing is for sure, the requirement for highly educated, high-performance talent in your contact center has never been more important than in today's business climate. Customer expectations continue to dictate that you answer the call and resolve the issue, or make the sale the first time. You can relax. Agents OnDemand™ is the proven alternative outsourcing option that delivers results. The quality of work by our skilled, educated professional agents achieves the highest level of customer satisfaction, while maximizing positive financial results for your company and your brand.

The Hottest Initiative

Today, market penetration for remote agents is exploding, with more than 20 percent of companies capitalizing on the next alternative to traditional outsourcing. Forward-thinking executives are embracing the remote agent model, and it continues to grow in popularity as companies migrate to this new method of customer care and specialized sales. As your organization expands customer service offerings beyond addressing seasonal demands and focuses on

more complex transactions, the remote agent solution makes more sense than building internal facilities. The top three business drivers validating migration include: higher quality agents; flexibility/scalability; and higher ROI.

The benefits of remote agents continue to advance beyond providing solutions for peak or seasonal projects, to include more complex, strategic transactions. Working Solutions is

capitalizing on its leadership position in the remote agent industry by focusing on superior agent quality and improved financial returns.

Better Solutions by Design

Working Solutions' Agents OnDemand™ are professional, highly skilled agents who work from remote offices. We have cracked the code when it comes to aligning customer support alternatives with our customers' required business objectives.

Sales Agents OnDemand™ are seasoned professionals experienced in sales methodologies that increase overall revenues and pro-

ductivity. Our agents average five years of dedicated sales experience. They are dynamic-thinking professionals, experienced in complex sales and can increase sales conversions and average order value by up to 30 percent.

Service Agents

OnDemand™ are educated professionals experienced in problem solving and delivering superior end-customer experience and satisfaction. As great communicators, their professional approach helps you achieve first-call reso-

lution while increasing customer loyalty and lifetime value of the consumer.

Specialized Agents OnDemand™ are industry-specific professionals experienced in vertical businesses that require specialized skill sets, certifications, licenses or training to handle unique customer transactions. Our agents function as a seamless extension of your internal operation and include Travel Agents

Working Solutions™ is the global leader in remote agent solutions for enterprise contact centers.

OnDemand™, Healthcare Agents OnDemand™, and Financial Agents OnDemand™.

Business Continuity Planning and Support offers agents, contact center systems, infrastructures and management solutions to help you maintain business operations in times of need, when faced with a disaster. Solutions can be implemented within a 24-hour period to help minimize loss of productivity and revenues.

Virtual ACD and IVR solutions provide advanced technology systems and resources to support your call activities without any additional infrastructure or equipment costs. Automated solutions enable you 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. By supporting more than 30 languages with around-the-clock coverage, we maximize transcription turnaround and data input while decreasing costs.

Proven Quality

Our recognized market leadership position was built on quality agents and total contact center solutions for achieving program results.

Quality Agents for Better Results

- Experienced agents have an average of five to seven years of experience, providing customer satisfaction and first-call resolution.

Call center facility #21,230





Figure 1: Actual example of savings achieved with staffing to the half-hour increment.

- Lower attrition averaging less than 10 percent, yielding higher agent proficiency and improved quality.
- Dedicated agents meet specific project requirements, one client at a time.

Flexible Scheduling for Superior Performance

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

Unparalleled Value

Our proven quality, together with an industry-experienced management team of contact center veterans, is improving customer loyalty and contributing to the lifetime value of the consumer.

Maximize Financial Returns – Our highly educated agents have proven ability to increase:

- Average order value (AOV)
- Customer lifetime value (CLV)
- Customer satisfaction rating (CSTAT)
- Brand equity value (BEV)

Improve How You Conduct Business –

Our customers have achieved quantifiable productivity gains, including lower attrition and increased employee satisfaction, while decreasing headcount.

- Average increase in first-call resolution of 6 percent.
- Average per-seat cost for a remote agent is

15 to 20 percent less than the cost for a “brick-and-mortar” agent.

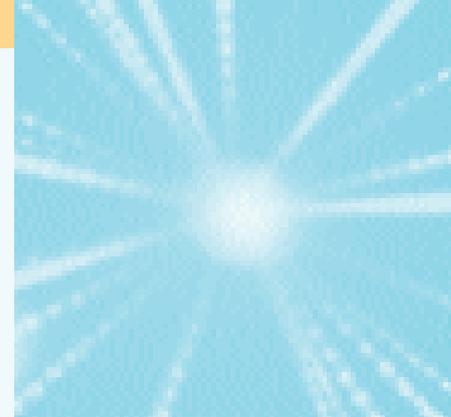
- Reduce overall operational expenses by 15 to 20 percent and reduce headcount by up to 10 percent.
- Eliminate upfront capital expense and investment.

Your Transactions Too Complex? Not Anymore!

We identify and utilize the right agent with the right skill set. Our proprietary suite of distance learning tools, methods of instruction and facilitation for a complete learning experience prepare agents for your program. The key to our success is designing the right blend of direct trainer instruction, independent practice by the agent, and group practice within a project team. More than 80 percent of our agents have a college education, 40 percent have a degree, and 20 percent of our Agents OnDemand™ community is multilingual. Our agents participate in detailed pre- and post-assessment skills testing to ensure competence in your products and 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. ■



WORKING SOLUTIONS™

Tim Houlné
Chief Executive Officer

Kim Houlné
President and COO

Linda Bender
VP Finance and Controller

Kristin Kanger
VP Human Resources

1820 Preston Park Blvd., Ste. 2000
 Plano, TX 75093
 Toll free 866.857.4800
 Phone 972.964.4800
 www.workingsolutions.com
 www.agentsondemand.com

Business Contacts

Linda Pitts
Executive Administrator
 Phone 972.964.4800 Ext. 204
 lpitts@workingsolutions.com

John Lymberopoulos
Executive Director
 North America Sales Operations
 Phone 972.964.4800 Ext. 230
 jlymberopoulos@workingsolutions.com