



CONTACT:

Linda Pitts
Media Relations
Working Solutions
1820 Preston Park Blvd.
Suite 1150
Plano, TX 75093
Phone: 972-964-4800 ext. 204
Fax: 972-964-4802
Email: lpitts@workingsol.com
Website: www.workingsol.com

FOR IMMEDIATE RELEASE

Working Solutions Sponsors the CMP Call Center Demo and Conference show with the North Texas Technology Council 2nd Annual Telework Conference

PLANO, TX – January 31, 2003 – Working Solutions is a proud sponsor of the CMP Call Center Demo and Conference show, as well as the North Texas Technology Council's 2nd Annual Telework Conference.

CMP Media's 2003 Call Center Demo & Conference Dallas drew 1422 attendees - a 48 percent increase over last year. Eighty-two companies exhibited, including 47 new to this Dallas event. Call Center Demo also saw 19 new product announcements that reflect a continued commitment to improving all aspects of the call center industry, from customer service to workforce training and management.

"Based on the tremendous turnout at CMP Media's last two call center shows, and the IT personnel and call center managers' unwavering commitment to long-term planning and applying creative solutions, we believe the outlook for 2003 is more positive than for 2002," said Warren Hersch, editor-in-chief of Call Center Magazine. "Operating under tighter budgets, call centers will concentrate on cost-effective solutions, more manageable department or enterprise projects which are easy to implement quickly, and workforce optimization (WO) solutions, including workforce management, quality monitoring, analytics and training/e-learning."

"The increased conference participation clearly indicates the critical role that high quality customer care is playing in today's challenging economy. The success of the first contact center show of the year highlights a growing acknowledgement in corporate America that call centers should also be profit centers. Keeping abreast of technological and operational advances in the customer contact industry is key to selling more and saving more while developing and maintaining a competitive advantage," said Executive Director for Events, Simon Cooper.

According to Brad Cleveland, president and CEO of Incoming Calls Management Institute, "The strong showing at CMP's Dallas event is the latest sign that this market has new life to it. Forward-thinking end users and suppliers

know that economic and geopolitical concerns will not go on indefinitely, and they are making investments in their futures. We believe the signs bode well for 2003 and beyond."

"We are pleased to support both CCNG and CMP in their conference endeavors in North Texas and thrilled that Working Solutions had the opportunity to participate in three presentations throughout the show," said Tim Houlne, CEO of Working Solutions.

The Dallas event featured four conference tracks, pre-show workshops from ICMI, and site tours of local area call centers organized by CCNG. For the first time, the North Texas Technology Council's Telework Conference was held on the pre-show day, followed by a full "Teleworking in Call Centers" track.

The North Texas Technology Council (NTTC) hosted the Second Annual Telework Conference in conjunction with CMP Media's 2003 Call Center Demo & Conference in Dallas, Texas.

Driven by advances in technology, the desire for both greater flexibility in the workplace and more effective cost management, Telework is a growing phenomenon in the customer care and support industry. Because telework permits employees to work from home, full-time or part-time, call center operators now have access to a much larger pool of workers outside traditional bricks & mortar centers.

"The Business Case for moving towards a Virtual Call Center strategy is very compelling," said John Edwards, Managing Director of the Telework Coalition. "Operators can now easily blend remote agents with traditional centers to drive significant costs out of their bottom lines and to provide continuity of operations should any type of disruption happen," he added.

"The Call Center Demo & Conference proved to be an ideal partnership to showcase how one industry is using remote employees to facilitate work and provide high quality customer service," said Cynthia de Lorenzi, Chief Executive Officer of the North Texas Technology Council. "Many government agencies and companies currently offer the benefit of teleworking to their employees, and it is apparent that the call center industry also has caught on to the value of using remote agents."

On opening day, the NTTC's Telework Conference offered roundtable discussions with subject matter experts for attendees to delve more deeply into issues such as resources for starting a telework program, legal, employee selection, security, and the IT necessary for program implementation. Expertcity, the Texas State Energy Conservation Office and Working Solutions, the nation's largest provider of remote agents, sponsored the Telework Conference and companies such as Teltone, Ineto and Gil Gordon Associates participated as exhibitors. One of the four education tracks at the Call Center Demo & Conference focused exclusively on teleworking for call centers. It provided all the tools necessary to develop a telework program, together with successful case studies.

“CMP Media’s call center events are designed to keep contact center managers and executives on the leading edge of developments in the industry,” said Simon Cooper, Executive Director, Call Center Demo & Conference. “The high level of participation in the Telework Conference and Call Center Demo’s telework educational track clearly illustrates a growing interest in integrating these types of programs into the customer care industry.”

Conference speakers whose companies had telework programs estimated a cost savings of \$5,000 to \$10,000 per teleworking employee per year compared to an on-site employee. Companies struggling with workforce challenges are looking for cost-effective customer service programs that will also increase their efficiency. Telework can play a key role in helping them to address these challenges.

About Working Solutions

Working Solutions, with headquarters in Plano, Texas is the world's largest provider of virtual CRM agents. Working Solutions provides mission critical customer relationship management services and other services enhancing customer interactions. Customers include leading teleservices companies, advertising and media organizations, broadband service providers and government agencies. For more information about the company, visit www.workingsol.com.

About CMP Media LLC

CMP Media LLC (www.CMP.com) is a leading integrated media company providing essential information and marketing services to the entire technology spectrum-the builders, sellers and users of technology worldwide. Capitalizing on its editorial strength, CMP is uniquely positioned to offer marketers comprehensive, integrated media solutions tailored to meet their individual needs. Its diverse products and services include newspapers, magazines, Internet products, research, direct marketing services, education and training, tradeshow and conferences, and custom publishing.

About North Texas Technology Council

The North Texas Technology Council promotes the technology industry in North Texas while fostering collaboration among technology organizations and driving the success of member companies in their fields. NTTC provides a diverse forum for building recognition of North Texas as a global leader in technology development and application so that North Texas can be recognized as a leading and premier technology region in which to locate, launch and grow a technology company.

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