

CASE STUDY

Communications Services

This Fortune 500 global digital network provider relies on Working Solutions to supply the best possible customer service to their customers 24/7 via the web, live chat and live technical support.

The Challenge

A Fortune 500 global digital network provider seeks to differentiate themselves within a competitive industry by offering their customers best-in-class technical support and customer service.

The competitive nature of this industry requires a large number of qualified technical support specialists be available at all times to achieve this standard. While management recognized the need to add headcount, the company nevertheless needed to cut costs.

The client has previously used a combination of traditional onshore and offshore brick-and-mortar call centers to supplement their in-house staff. While the offshored facilities offered cost reductions, the company realized that some tech support transactions are better handled and result in better return on investment

when handled by native English speakers for their domestic markets. Furthermore, they needed access to support specialists who were experienced in offering technical assistance to customers and who possessed both technical acumen and savvy customer service relationship skills.

Meeting this need while simultaneously cutting costs would require a new approach. Having researched the home-based agent model provided by remote call center expert, Working Solutions, the client was eager to test the model to evaluate whether an alternative delivery would meet their standard for quality customer service and tech support. They already knew the flexibility and cost reduction they sought were intrinsic to the model.

**WITH
WORKING SOLUTIONS,
THE CUSTOMER
WAS ABLE TO:**

- » **Immediately** launch tech support specialists to meet call volume
- » **Increase** first call resolution without added handle time
- » **Save money** by reducing average call adjustments by more than \$.40 each



WORKING SOLUTIONS™

The Solution

The industry experienced project leaders at Working Solutions immediately began filtering through their database of more than 76,000 available Agents OnDemand™ for specialists meeting the client's defined criteria. The Working Solutions team knew the client needed highly qualified sales and tech support specialists with in-depth industry knowledge and experience to seamlessly augment their in-house center. The project leaders worked diligently to screen and select a large group of specialists who were highly skilled and motivated to provide quality service.

At the same time, Working Solutions' curriculum developers, made up of professional educators – several of whom hold advanced degrees in curriculum development – were preparing a comprehensive, web-based interactive training program tailored to the client's specifications. The group of specialists was then broken into smaller groups in order to increase the leader-to-agent ratio, and completed the intensive online preparation process developed by the curriculum team. Primed and ready to support the client, these specialists were:

- Highly qualified tech support agents able to complete customer requests quickly and effectively, resulting in improved SLAs and increased customer loyalty
- Prepared to work across multiple databases and across multiple knowledge bases simultaneously
- Able to provide quality service seamless with that of the client's in-house agents

The Result

Working Solutions supplied the global digital network provider with a pool of 300 Agents OnDemand for customer service and technical support. The knowledge and professionalism of these technical support specialists has resolved all concerns regarding the home-based agent model, which included issues of accountability and control over productivity and quality.

Not only did Working Solutions' Agents OnDemand fill the company's need for additional agents at a lower cost, but the Working Solutions' Agents OnDemand were able to provide additional savings by reducing adjustments-per-call-per-agent to \$.02 - \$.04 per call, down from the \$.45 average adjustment their in-house counterparts were posting.

This small statistical improvement alone resulted in a savings of more than 90% for the company.

Today the digital network provider continues to rely on Working Solutions to not only meet their day-to-day needs, but also to provide flexible scheduling options as their business needs expand and contract. Working Solutions' ability to supply additional qualified agents on short notice enables them to provide superior customer care, with shorter wait times – contributing to stronger customer loyalty, and cutting customer attrition.

“ The level of customer service provided by Working Solutions is much higher than our normal average. The agents are more mature and Working Solutions' ability to pull from a very large pool of agents across the country enables them to find exactly the right agents for us. ”

– Senior Executive

Call us today and let us develop a customized call center solution for your business.

workingsolutions.com
agentsondemand.com

972.964.4800
866.857.4800 Toll Free

The Global Leader In Remote Agent Solutions For Enterprise Contact Centers

Since 1996, Working Solutions has provided call center solutions to corporations seeking to improve return on investment – controlling costs while improving the customer experience. A pioneer in the virtual call center industry, Working Solutions continues to be the industry leader with innovative technology and comprehensive processes.

