

## 7.5 RELEVANT EXPERIENCE

**Please provide information regarding your relevant experience pertaining to the scope of this outsourcing program.**



The fluidity of customer service requires a flexible, responsive workforce. One that aligns with ever-shifting demands, ramping up or scaling down as needed. An on-demand workforce, with everything being in sync to create excellent customer experiences and earn Zillow repeat business.

Ensuring continuous sales and service operations—be they steady state, ready state or future range—requires forethought. At Working Solutions, we will partner with Zillow to prepare and perform for the here and now—and for what's to come.

For Zillow, Working Solutions will recruit, educate and develop agents whose skills and backgrounds best serve your customers in their home searches and selections.

In essence, we will create an on-demand workforce in Zillow's own image. We will achieve this in a couple of ways:

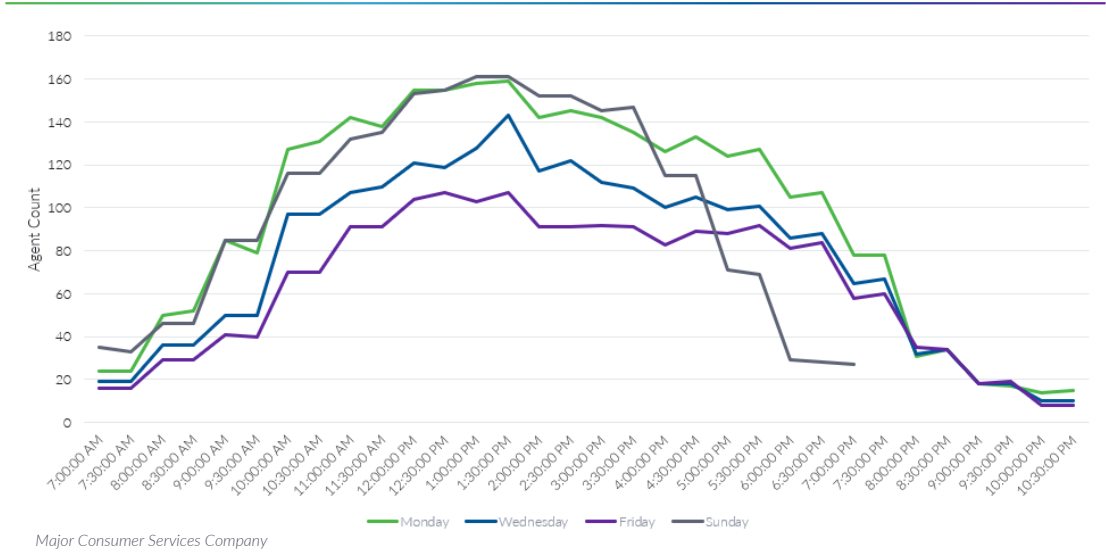
1. **With fast-flex staffing, we can scale up or down as needs and circumstances change, such as seasonal upticks in home buying, rentals or changing market conditions (lower interest rates).**
2. **Through customized education and development (training) of agents via the virtual classroom, led by degreed educators. Agent curriculum is based on your own training. Initial instruction is reinforced with ongoing development throughout the life of a client program.**

**Flexible Staffing:** We staff 2-to-3 agents per full-time equivalent (FTE). This way, we are able to put the agent headcount where the support volume is needed, and then back off when the volume drops. In a traditional, brick-and-mortar contact center, you have only one person, who equates to 1 FTE. That agent will typically work a 6-to-8-hour block. With multiple agents working those same hours, Working Solutions can stack the headcount together or stagger the shifts to fluctuate with the volume.

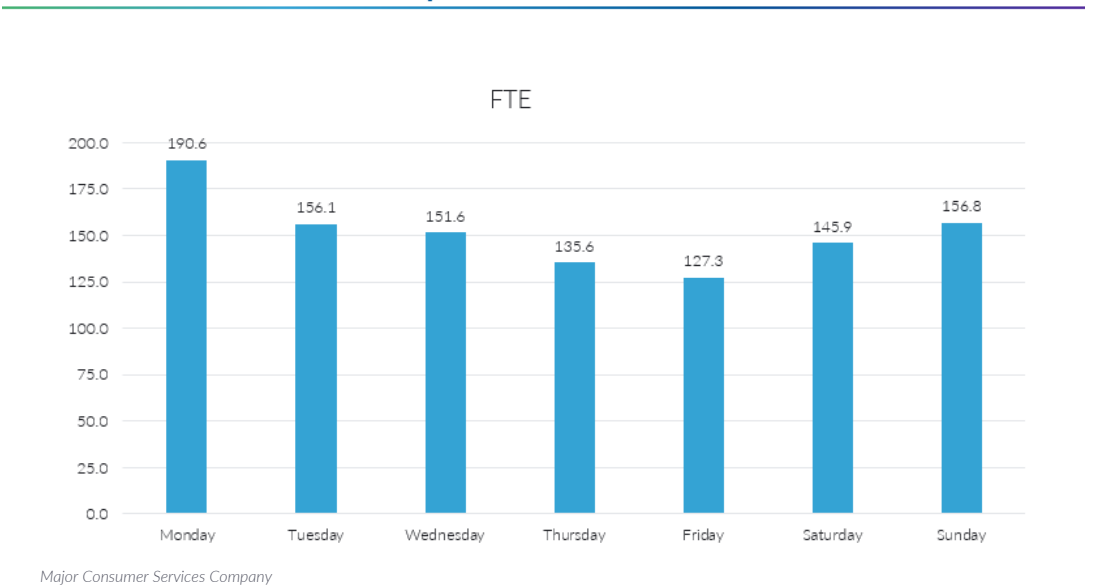
We also have 80%+ of our agents working split shifts during the day, which you are not able to do in a brick-and-mortar call center. In addition, we are able to staff heavier on certain days during the week, if needed. Our on-demand business model, which draws agents from across the United States and Canada, enables such workforce fluidity and responsiveness for clients.

Here are a couple of illustrated examples on how flexible we are during the day and week:

### Agent Interval Daily Staffing



### Daily FTE Staffed



## 7.5.1 CUSTOMER SERVICE EXPERIENCE

***Please list any relevant customer service experience, industry specific and case studies.***

After 23 years of serving clients and their customers across diverse industries, Working Solutions is seen as a leader in on-demand, onshore contact center outsourcing. Our agents will immerse themselves in Zillow's business, acting as an extension of your brand.

Here are a few examples of how we work, the methods used, and client successes achieved.



### **Company Overview**

Founded in 1996, Working Solutions began as an idea that sparked an entire industry—on-demand contact center outsourcing. [Read more >](#)



### **White Paper – Ready, Steady, Future State**

Whatever the state of your business, we ensure nonstop customer service. We're ever-ready with the right resources. [Read more >](#)



### **Success Story – Step Up Sales**

Working Solutions helped this FORTUNE 100 company meet year-end goals, reducing customer churn during the first 90 days post-sale. [Read more >](#)



### **Success Story – Maximize Sales**

For this client, Working Solutions trimmed average call-abandonment rates to less than 5%. [Read more >](#)



### **Thought Leadership – Improving Contact Center Operations**

Happy workers = happy clients and pleased customers. They all interconnect. [Read more >](#)