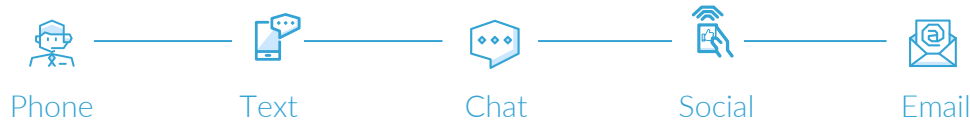




## ABOUT US

Founded in 1996, Working Solutions began as an idea that sparked an entire industry—on-demand contact center outsourcing. **With 27 years of success**, the company is a recognized leader in scalable business process solutions—all delivered virtually. Fast and fluid, its U.S. and Canadian workforce of professional sales, customer care and tech-support agents delivers double-digit results for clients.

Enhancing client's customer experience across all channels:



## INDUSTRIES

Working Solutions partners with companies across all industries, providing customized services that best fulfill their needs. Solutions are tailored to each company's brand and customer experiences (CX).

- Communications
- Consumer / Retail
- Energy / Utility
- Financial Services
- Healthcare
- Travel / Hospitality



## ON-DEMAND SOLUTIONS

### Customer Care

We have an onshore, distributed workforce of 150,000+ professional agents ready to work wherever and whenever clients request. Results show:

- Average **10 points higher on agent satisfaction survey (ASAT)** on a client CX programs.
- Increased quality assurance for clients **up to 90% or more.**

### Sales Growth

Our distributed workforce is well-versed to capture more sales and increase revenue through inbound and outbound selling. Results show:

- **Increase close rates by 20%.** Many times, agents are customers of the brands they represent.
- Extend add-on sales by **20%**

### Business Continuity

Provide support during extreme weather, high-volume seasons and healthcare crises, such as pandemics.

- Predictive planning tools help minimize risk for any event
- On-demand resources flex-up to **200%+** across any region in the U.S.



## CLIENT STORY

### Stepping in to help during seasonal peak

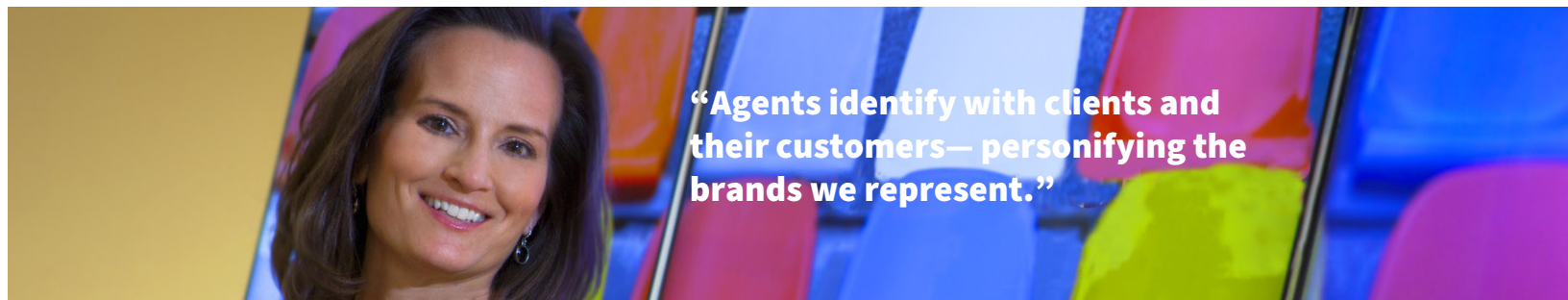
Over a June-to-October time period, a major energy company underestimated demand by 20%. Not only did the client need a responsive workforce to step in, but it also wanted agents to achieve a 92% productivity rate. That meant only six minutes of idle time per hour. Working Solutions helped recover nearly 90% of the unexpected demand. Plus, our agents exceeded performance of the client's internal team by more than 10%.



Maintained client goal of **92%** productivity.

Recovered nearly **90%** of unexpected demand.

Exceeded by **10%+** in-house performance.



**“Agents identify with clients and their customers— personifying the brands we represent.”**

### Recognized Leader

Working Solutions chief executive and founder Kim Houlné launched on-demand contact center outsourcing as the internet came of age. The customer-experience (CX) best practices her company introduced are industry standards today.

In 2023, workforce expert FlexJobs again recognized Working Solutions among its [Top 100 Companies for Remote Jobs](#)—ranking it #2. This ranking contributes to the company's ability to attract top talent.

In 2022 Industry analyst HFS named Working Solutions a [OneOffice/One Ecosystem Hot Vendor](#). In its report, HFS states the company is a proven contact center outsourcer that knows how to recruit, onboard and educate an exemplary, customer-service workforce.

### CONTACT:

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