### CONSUMER AND RETAIL

# STEPPING IN TO STEP UP SALES

Agents helped this Fortune 100 company meet year- end goals



Deployed industrytrained specialists



Reduction in staff preparation

# CHALLENGE: Maximize Year-end Campaign

- Drive sales generated by end-of-year marketing push.
- Reduce long wait times and capture more customer calls.
- Support existing call center team—already maxed out.
- Cost-effectively scale up agents for brief period.
- Mobilize trained, high-quality sales specialists.

# SOLUTION: Supplied Fast-flex U.S. Workforce

- Sidestepped costly, inefficient use of additional internal resources.
- Optimized staffing levels with highly skilled, on-demand agents.
- Reduced preparation time with industry-trained sales specialists.
- Engaged callers with strong listening skills and product knowledge.
- Used agents who knew the business as customers of the company.

## RESULTS: Made the Most of 4th-Quarter Sales

- Cut time to prepare staff by up to 30%.
- Increased sales conversions and average order values.
- Improved overall service and customer loyalty.
- Guided purchases with agents who knew products firsthand.
- Reduced customer churn during the first 90 days post-sale.



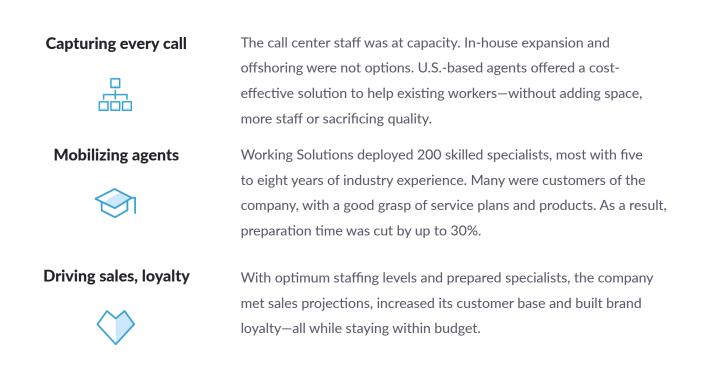
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"The program with Working Solutions was so successful that everyone involved from my company wanted to take credit for the project."

- Senior Executive

# ZERO TO 200 AGENTS IN A FEW WEEKS

Fortune 100 technology company maximized sales in its crucial fourth quarter.



## **ABOUT US**

With 20+ years of success, Working Solutions is a recognized leader in home-based call center solutions. Fast and fluid, our workforce of sales, customer service and technical experts is on demand for your brand.



**Take the next step** 866.857.4800

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