Filling heavy periodic travel cycles and year-round peak demand

**CHALLENGE:** Handle Demand—without CAPEX
- Ensure quality service during periods of increased call volume.
- Avoid expense of recruiting and paying additional full-time hires.
- Complement staff with on-demand specialists for seasonal needs.
- Find agents who deliver same expertise and service as employees.
- Maintain or improve sales success rate and average order value.

**SOLUTION:** Provided Flexible Support for Less
- Saved major expense of hiring and officing additional staff.
- Consolidated multiple outsourcing efforts under Working Solutions.
- Developed a strategic plan to scale up for cyclical fluctuations.
- Prepared educated travel experts to ensure consistent service.
- Devised pay structure to generate increased revenue per hour.

**RESULTS:** Increased Sales at Reduced Cost
- Improved call-to-agent ratio, scaling coverage to 15-minute increments.
- Captured additional peak hour sales previously lost to long hold times.
- Provided high levels of quality service, on par with longtime staff.
- Increased scheduling flexibility and revenue at a lower cost than in-house.
- Impressed by value received, client upped specialists to several hundred.
“Working Solutions augmented staff and matched quality levels at a great value. They are a perfect solution to our overflow needs.”

- Lead Executive

ENSURING QUALITY SERVICE DURING PEAKS
Leading travel company becomes a believer after benefitting from on-demand agents.

Consolidating work
With more than 70,000 properties worldwide, the client needed a way to handle increased seasonal and year-round peak volume—without adding overhead. After working with a number of providers, the client turned to us to consolidate its operations.

Testing the waters
The client was unsure of the home-based model. So, Working Solutions customized a six-month trial solution. Specialists prepared with role-playing that prompted them to ask for the sale and cross-sell on every call. They were rewarded for consistently using these techniques.

Solution pays off
Agents generated hourly revenue on par with in-house specialists. They also provided superior service, captured more peak-hour sales and improved call-to-agent ratio through flexible scaling—all at a lower cost than possible internally.

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.

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