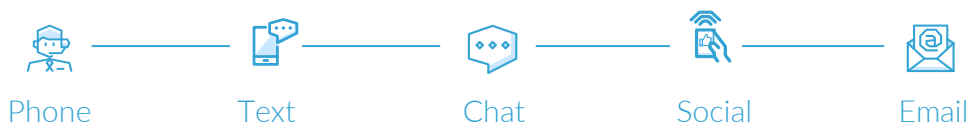


## SCALABLE, FLEXIBLE CONTACT CENTER OUTSOURCING

Founded in 1996, Working Solutions began as an idea that sparked an entire industry—on-demand contact center outsourcing. As a woman-owned business, the company is a recognized leader in business process solutions. Fast and fluid, its U.S.-based workforce of sales, customer care and tech support agents delivers double-digit results for clients.

Enhancing client's customer experience across all channels:



- Talent pool across North America
- Built-in flex of 200%
- 30 different languages
- 24/7/365 support
- Seasonal flexibility specialists
- Platform agnostic

### Leveraging an on-demand, distributed network

Your customers expect nonstop service. With a national network of **110,000+** agents, Working Solutions is ever-ready—whatever happens, anywhere and any time. For instance:



In December, holiday transactions, call volume exceeded projections. An additional **2,000 agent hours** were scheduled. As a result, almost **12,000 more calls were handled** during the holidays.



A series of epic winter storms forced office shutdowns and event cancellations. With 24 hours notice, **500 to 1,000 agent hours** were added to handle the load—serving fans buying and selling tickets.



In March, staffing needs were higher than forecasted. Agent numbers were doubled—with real-time additions. More than **1,600 extra hours** were logged, handling **9,500+ additional calls**.

*Let us work with you to create great on-demand customer experiences.*



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