

September 4, 2019

RAFAEL A. HERNANDEZ

Sr. Manager, Workforce & Vendor Operations

Zillow Group

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Dear Rafael,

Ours is an ever-changing business world. Expectations, fueled by technology, continue to climb. To succeed, customer service must not only rise with it—but stay ahead of it. No small task.

Quality service requires customer care that's fluid and flexible. All at once. Everywhere for everyone. Every time. Nothing demands more personalized service than the real estate and rental marketplace. The business that Zillow is in—helping people find places that they'll love.

Just as Zillow reimagined your industry, so too has Working Solutions redefined what customer service should be. Making it friendlier, easier and much more responsive. High tech and high touch.

Kim Houlne, our founder and chief executive, built the business based on a caring culture, where employees and contact center agents identify with the people they serve. We recruit professionals whose passion for great customer care is embodied in the brands they represent.

In business for 23 years, our company, a forerunner in the remote workforce movement, continues to evolve—just as Zillow has done since 2006, serving “the full lifecycle of owning and living in a home.”

In your proposal, you seek to expand your contact center operations, reaching out to more people. For workforce management, your needs match the Working Solutions business model. Delivered in 15-minute increments, it adjusts to market cycles and evolving consumer needs.

Backed by an onshore network of 110,000+ contact center agents across the United States and Canada, our fast-flex solutions will serve your everyday needs, handle seasonal spikes and be ready for long-range projects. We will move with your business, whatever the direction.

Working Solutions strives to make our clients heroes in their industries with superb sales and service. For Zillow, we will create an on-demand workforce in your own image. Our agents will immerse themselves in your business to serve current customers and new ones as well.

We welcome the opportunity to earn your business. Thank you for considering us.

Sincerely,

TROY HESSELGESSER