



ABOUT US

Founded in 1996, Working Solutions began as an idea that sparked an entire industry—remote contact center outsourcing. With **20+ years of success**, the company is a recognized leader in on-demand, business process solutions. Fast and fluid, its U.S. and Canadian workforce of 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 a full-service, customized approach with solutions that best fit needs. Services are tailored to each company's culture and customers.

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



ON-DEMAND SOLUTIONS

Customer Care

We have a highly skilled, distributed workforce of **150,000+** agents ready to work on-demand.

- Average **5 points** higher on ASAT scores than other outsourcers or in-house teams
- Raise quality assurance to **95%+**

Sales Growth

Our distributed workforce is well-trained to capture more sales and increase revenue through inbound and outbound selling.

- Increase close rates by **30%**
- Extend add-on sales by **20%**

Business Continuity

Partner with companies to provide support during disasters, extreme weather, high-volume seasons and healthcare crises.

- Predictive planning tools help minimize risk for any event
- On-demand resources flex-up to **500%+** 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%.

92%

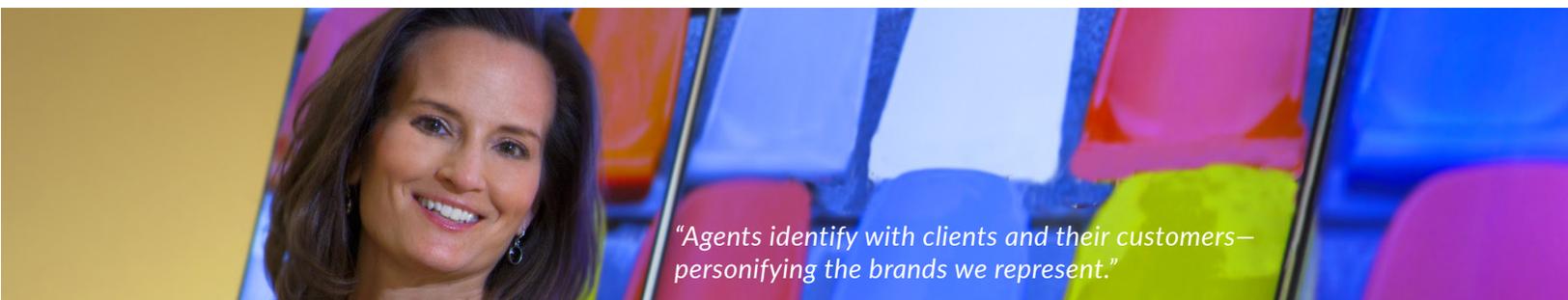
Maintained client goal of **92%** productivity.

90%

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

10%

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



"Agents identify with clients and their customers—personifying the brands we represent."

Recognized Leader

More than 20+ years ago, chief executive Kim Houlne pioneered on-demand contact center outsourcing across America. In 2020, [FlexJobs again recognized Working Solutions](#) among its Top 100 Companies for remote work—ranking it in the Top 10 for the past five years. In its analysis of business process outsourcing (BPO) services, industry analyst Gartner named Working Solutions a "Rising Star" for customer management among other industry leaders. [Ovum](#) also listed the Dallas-based company on the enterprise short list for home-based service providers, highlighting strengths in leadership, offerings and ability to attract talent.



CONTACT: Troy Hesselgesser
972.964.4800 x 222

thesselgesser@workingsol.com
www.workingsolutions.com