IMPROVE ODDS FOR TECHNICAL SUPPORT
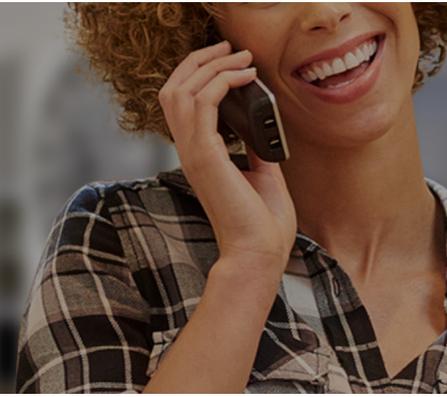
Superior service via web, chat and phone

CHALLENGE: *Find top tech support at best cost*

- Ensure a large number of qualified technical support specialists at all times.
- Overcome language difficulties typically found with offshore providers.
- Find the most efficient model for expanding an English-speaking staff.
- Access agents with technical acumen and savvy customer relationship skills.
- Resolve customer issues on the first call—without added handle time.

1

Call resolution average

SOLUTION: *Offered trained industry specialists*

- Selected motivated agents with in-depth industry knowledge.
- Degreed professional educators developed training curriculum.
- Agents engaged in intensive, web-based training tailored to client.
- Prepared agents to work across multiple data and knowledge bases.
- Enabled seamless integration of specialists with high-quality service.

90%

Or greater savings on call adjustments

RESULTS: *Exceeded cost and expectations*

- Specialists hit the ground running—with no on-the-job training.
- Interacted well with customers, improving service levels and loyalty.
- Saved money by decreasing average call adjustments by 40-plus cents.
- Reduced call adjustments resulted in total savings of more than 90%.
- Ready for business expansion and contraction with fast-flex scaling.

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"The level of service provided is much higher than our normal average. Agents are more mature. The ability to pull from a very large pool enables them to find exactly the right agents."

- Senior Executive

ENHANCING STAFF. PLEASING CUSTOMERS.

A Fortune 500 global digital network provider sought to differentiate its business in a highly competitive industry through best-in-class technical support.

Fixed to distributed

The client had used traditional call centers to supplement its staff. While offshoring cost less, the client opted for the flexibility and extensive talent of a U.S.-based network—with agents well-versed in tech support.

Preparing for success

Degreed educators developed a client-specific curriculum to meet its business needs. Agents took comprehensive, web-based training that prepared them to work simultaneously across multiple databases and knowledge bases.

Client impressed

The professionalism and knowledge of these technical specialists resolved any concerns the FORTUNE 500 client had about a home-based agent model, including issues of accountability and control over productivity and quality.

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.

CONTACT

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