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Working Solutions CEO Tim Houlné to speak at Genesys® G-Force conference in Orlando, Florida

As many companies move toward using home agents, Genesys invites Tim Houlné to educate its users on running a virtual contact center.

Plano, Texas – April 20, 2009 – The concept of a virtual contact center is no longer a new idea, nor is it a short-lived fad. Several companies have already made an investment in home agents, an industry pioneered by Working Solutions in 1996. This week, Working Solutions CEO Tim Houlné will share his expertise with companies that are looking to deploy home agents or to improve the performance of their internal initiative.

The G-Force conference, Genesys' annual user conference, brings together companies from a range of industries that all use Genesys technology in their solutions. Early this year, Genesys partnered with Working Solutions, making it the first and only company using the Genesys platform with home agents.

At the conference session, Tim will be joined by Datamonitor's Ian Jacobs, who will speak on the IP contact center decision matrix.

About Working Solutions

Since 1996, Working Solutions has helped corporations control costs while improving the customer experience. Working Solutions partners with forward-thinking companies that understand the value of aligning the contact center with the organization's objectives. A pioneer in the virtual call center industry, Working Solutions, along with affiliate companies WS Live and WS iNet, continues to be the industry leaders with experienced **agents**, proven **technology**, and comprehensive **processes**. For more information, visit www.workingsolutions.com.

About Genesys Telecommunications Laboratories, Inc.

Genesys, an Alcatel-Lucent company, is the only company that focuses 100 percent on software to manage customer interactions over the phone, Web and in e-mail. Genesys software directs more than 100 million customer interactions every day for 4,000 companies and government agencies in 80 countries. These companies and agencies can leverage their entire organization, from the contact center to the back office, to improve the overall customer experience. For more information, go to www.genesyslab.com.

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