



FOR IMMEDIATE RELEASE

Working Solutions prepares for big growth in 2010

Plano, Texas – January 26, 2010 – Working Solutions, a leader in agent and technology solutions for contact centers, expects significant growth this year. Recent forecasts by industry analysts have shown a continued increase in the use of home agents, and hosted contact center technology is also gaining huge momentum. If both internal and external forecasts are correct, Working Solutions anticipates an increase in year-over-year revenue by 35%.

Last year, their affiliate company, WS iNet, was honored as Genesys Laboratories Emerging Partner of the Year, after becoming the first to host Genesys' technology in support of home-based agents. The multi-million dollar deal aligned the Genesys contact center software with Working Solutions' Agents OnDemand program and WS iNet, which focuses on the hosted technology model.

Tim Houline, CEO of Working Solutions commented, "2010 looks to be an explosive year for both our company and the industry as a whole. We've had a number of customers come to us recently in need of flexible, low cost, and high quality solutions for their contact centers. Our ability to offer home agents, facility-based agents, hosted technology, or any combination of the three, puts us in a very unique and fortunate position."

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 WS iNet: WS iNet, an affiliate company of Working Solutions, hosts intelligent, on-demand contact center technology to clients needing a flexible, robust, cost-effective solution. A leader in delivering innovative contact center technology, WS iNet partners with its clients to achieve optimum customer engagement, satisfaction, and loyalty.

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. From the contact center to the back office, Genesys helps stop customer frustration, drive efficiency and accelerate business innovation. For more information, go to www.genesyslab.com.

###

Media Contact:
Aaron Kannowski
(972) 202-5680
akannowski@workingsol.com