



FOR IMMEDIATE RELEASE

Working Solutions receives Emerging Partner of the Year Award from Genesys Telecommunications Labs

Plano, Texas – July 20, 2009 – Working Solutions was honored as the 2008 North American Emerging Partner of the Year by Genesys Telecommunications Laboratories, Inc., an Alcatel-Lucent company. The award was presented at the annual Genesys G-Force customer and partner conference, which was held this year in Orlando, Florida. Working Solutions is the industry leader in delivering home-based customer sales and service professionals and hosted contact center technology.

The Emerging Partner of the Year Award recognizes the company that demonstrated excellent product knowledge, commitment to Genesys, exceptional time to market, and innovative customer solutions. Awards are based on partner growth initiatives and how well partners take advantage of opportunities for collaboration with Genesys during the previous year. Genesys is a recognized worldwide leader for contact center software and technology. In 2008, Working Solutions and affiliate company WS iNet became the first to host Genesys' technology in support of home-based agents.

WS iNet Executive Vice President and General Manager, George Platt, stated "We were thrilled to be presented with the award, and we're very happy to be a Genesys Managed Service Partner. Our hosted infrastructure was built to support home agents as well as any facilities-based outsourced contact center. This gives us the ability to provide advanced solutions on a pay-per-use basis to any company that desires exceptional customer sales and service. "

"It is practically unheard of for new partners to receive the Emerging Partner of the Year Award; however, Working Solutions was the perfect choice, as they have been a key innovator in the contact center industry," said Dave York, Vice President North America Sales. "Genesys is pleased to be partnering with them, bringing together our software and technology with their expertise in managing home-based agents. Our collaboration with them is a big step forward in providing unsurpassed customer service solutions to the industry."

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 talented **people**, proven **technology**, and advanced **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. 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.

About Alcatel-Lucent

Alcatel-Lucent (Euronext Paris and NYSE: ALU) is the trusted partner of service providers, enterprises and governments worldwide, providing solutions to deliver voice, data and video communication services to end-users. A leader in fixed, mobile and converged broadband networking, IP technologies, applications and services, Alcatel-Lucent leverages the unrivalled technical and scientific expertise of Bell Labs, one of the largest innovation powerhouses in the communications industry. With operations in more than 130 countries and the most experienced global services organization in the industry, Alcatel-Lucent is a local partner with a global reach. Alcatel-Lucent achieved revenues of Euro 16.98 billion in 2008 and is incorporated in France, with executive offices located in Paris. For more information, visit Alcatel-Lucent on the Internet: <http://www.alcatel-lucent.com>

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