

News Release

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WORKING SOLUTIONS LAUNCHES HOSTED TECHNOLOGY COMPANY; WS iNet™

Plano, Texas – Working Solutions, the leading provider of remote agent call center solutions, has unveiled a new corporate entity, specifically created to provide contact center technology as a stand-alone hosted service.

“We’ve been providing these services to clients who utilize our agents for quite some time,” stated Tim Houline, CEO of Working Solutions. “But we’ve seen a growing number of companies ask us to provide software and technology for their internal call center operations. WS iNet™ was formed as a response to that increasing need.”

“Paying via the software-as-a-service methodology for contact center technology allows organizations to deflect high upfront capital expenditures. A hosted solution eliminates the need for any additional hardware or software beyond a PC, browser and a phone. The pay-by-the-drink model is a great fit for the call center industry,” affirmed Michael DeSalles, Strategic Analyst with Frost & Sullivan.

WS iNet offers intelligent hosting for contact center infrastructure for the immediate deployment of:

Intelligent Call Distribution (ICD)™ -- Includes sophisticated call distribution and routing technology as a part of the network infrastructure. Solutions can be deployed using traditional TDM call routing or as fully IP enabled contact center solutions. Products include routing engines (calls, email and chat), agent automation, computer telephony integration (CTI), workforce management, reporting, call recording and sophisticated agent communication tools used for managing a virtual agent community.

Transaction Automation – All companies can significantly reduce costs by leveraging call automation as part of their contact center solutions. WS iNet offers innovative automation capabilities and hosted IVR that enable customized self-service transaction processing.

Speech Analytics and Alerting – Improving customer interaction by understanding detailed call information is critical to making any contact center more productive. WS iNet offers the ability to run detailed analytical reports by mining recorded customer calls. More importantly, speech analytics can also be used to provide real-time alerts to agent supervisors for customers who may require escalation or special handling.

“The experience of supporting our own contact centers and home agents gives us the expertise to deliver best-in-class solutions to our clients,” stated Houline.

WS iNet offers intelligent hosting of robust, proven contact center technology that provides cost efficiencies and flexibility associated with the pay-per-use model. Customers will benefit from Working Solutions’ experience of having deployed thousands of at-home agents and their continuing focus on innovative new technologies.

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