

# PLANETART

**16,000+  
hours**

*of voice, chat and email  
lines for December.*

## URGENT NEED:

Consumer personal product provider needed training and customer service support. Previous outsourcer was unable to get staffing lines, and the agents they engaged were unable to get the job done.

- Able to successfully manage staffing lines.
- Teams were incredibly effective and professional.
- Client appreciated the level of education provided to agents – well-trained and immersed in their brand.

**449  
agents**

*onboarded to support  
within a month.*

## SOLUTION DEPLOYED:

Staff support and advanced communication. Lack of performance/urgency with previous outsourcer.

- Assessed and adjusted appropriately - "Nailed it out of the gate on all aspects."
- Ramped up quickly.
- Excellent agent quality.

*Achieved Average Voice  
ASA goal by*

**198%**

## EXCEEDING CLIENT EXPECTATIONS:

Superior service from everyone on the team, from initial sales, project leader/ops, to agents.

- Willing to work on anything that comes up.
- Patiently addresses all issues.
- Follow-ups rarely needed.

*"I think the number one thing, from my perspective, was how seriously and how dedicated they were to the education process of their customer service agents. I was impressed by the rigorous training and onboarding and passing off to the operations team. It made me feel very secure that the people who would interact with my customers were well prepared. This type of training sets their clients up for success all along the way, but the results they produce are second to none."*

**- Bill, Director of Customer Care**

*"The work we do for PlanetArt is very rewarding; we get to help customers create personalized gifts for their loved ones that they will cherish forever. Our agent team loves working on the PA account, and they're very excited for the 2021 holiday ramp!"*

**- Kristie Luoma, Director of Program Success**



### MATCHLESS CLIENT SERVICE

We provide comprehensive and seamless client services and solutions.



### UNPARALLELED CUSTOMER SUPPORT

Our teams are your teams, and we honor that privilege of trust. Our unrivaled level of service makes all the difference.



### WORLD-CLASS COMMUNICATION

We go above and beyond with every unexpected event and reach through the lines to ensure clarity and effectiveness.

## ABOUT US

With 25 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 tech experts are on demand for your brand.

## CONTACT

**Take the next step**  
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