

SABRE

Working Solutions successfully supported travel client during times of growth and transition.

21%

Call volume increase from January to April 2021.

14,000

additional calls per month since January 2021.

8,000/
month

additional calls taken from client's in-house center.

URGENT NEED:

Oversee inbound calls for Sabre's property service center during crucial transitional time.

- Support both luxury and budget travel service center.
- Adjust workflow during transition to different tiers.
- Train agents to support client needs and growth.
- Eliminate in-house team in major city.

SOLUTION DEPLOYED:

Expanded coverage for two tiers of customer clients, up-leveled staff support and increased training. Trained agents on all properties.

- More efficient staff support scheduling.
- Increased KPI performance.
- Adaptable to volume changes.
- Transitioned out in-house team and phased over to Working Solutions.

EXCEEDING CLIENT EXPECTATIONS:

Excellent service resulted in higher revenue and expanded service.

- Increase in volume of calls required new fully-trained agents.
- Improvement on AHT and quality of service.
- Strengthening of Working Solutions partnership with client.
- Growth of client account and expanded trust.

“For us to be successful, we need engaged partners who hold the same values that we do. Working Solutions hits all those check points. They have been extremely flexible during our relationship and are a true extension of our workforce. We value their partnership, and they are a great influence in our success.”

- Ben Brewster, Sabre

“When COVID hit in March of 2020, our strong partnership with the client won the day! While the client virtually shut down their internal call center, volume was shifted over to Working Solutions, and we haven't looked back. Through the addition of more volume for existing property groups and volume related to new contracts, we have grown the program over the last year to more than double the volume we received pre-COVID. We have gone through such rapid growth and have had to adjust to keep up with that volume. However, we have developed a very strong relationship that has given them confidence we can continue to take on more volume and perform at a high level. And we continue to see requests to take on future volume.”

- Jeff Innis, Program Manager



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 professional and scalable contact center solutions. Fast and fluid, our workforce of sales, customer service and tech experts are on demand for your brand.

CONTACT

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