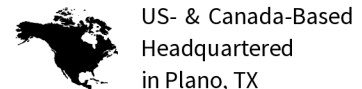


A Contact Center Partner for the Moments That **Define the Fan Experience**

Working Solutions gives Ticketmaster an on-demand phone and chat partner built for the interactions that matter most: on-sale demand, event-day entry issues, and real-time fan support. US- and Canada-based, billed only for productive time.



4x

Super Bowl staffing ramp, with minimal notice.

29%

Fewer FTEs at equal volume through higher utilization.

6,500+

Agents fluent in Canadian French (22,000+ in French).

47%

Lower abandonment rate; nearly cut in half.

Proven in Live-Event Ticketing

For eight years we have run StubHub's inbound phone and chat fan support, covering the full journey from ticket selection to gate and entry issues. We lifted Quality and NPS from the 60s to 80 in a 30-day turnaround, became the top-ranked center on the program without onsite support, and co-designed the client's Quality form, NPS survey, and agent training. We flex the program for March Madness, MLB playoffs, and same-day event cancellations.

Built for the Spike, On Demand

When Intuit ran its Super Bowl campaign, we quadrupled TurboTax staffing on minimal notice, delivered roughly 91,000 support hours against an initial request of 61,000, and executed real-time flex the same day a request landed at 5:30 p.m. That is the model that absorbs a surprise on-sale or a tour cancellation, then ramps back down without stranded cost.

You Pay for Productive Time Only

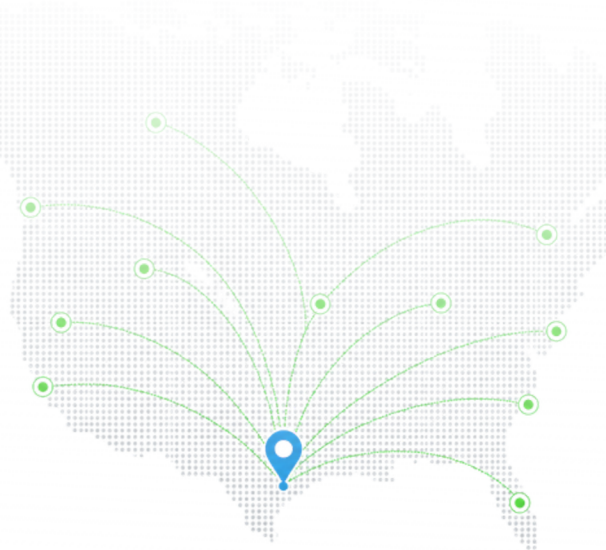
Billing is based on productive hours, tracked in 15-minute increments, with no charge for breaks, coaching, or idle time. Because we staff to the interval, utilization climbs from about 43% in a traditional model to as high as 85%, covering the same volume with roughly 29% fewer FTEs.

CSAT That Holds Under Pressure

Through sustained peak demand for a major connected-fitness brand, we ranked #1 for CSAT in 9 of 12 months and led the partner network on quality in 10 of 12, outperforming the client's own center of excellence every month. When a US utility faced a winter storm, we stood up support in four hours where many providers need up to ten days.

US- and Canada-Based, in Your **Customers' Languages**

Our network spans 150,000-plus US- and Canada-based agents, including more than 22,000 PROs fluent in French and over 6,500 in Canadian French. That is enough depth to staff a dedicated French or bilingual queue well beyond 120 seats, close to your customers and in their language.



Quality That Compounds with Simulation Training

Our agents train on AI-driven call and chat simulations before they ever take a live contact, so proficiency arrives faster and holds under load. In a head-to-head across a full quarter, our education-plus-AI model held NPS in the low-to-mid 60s while the rest of the partner network ranged from the high 20s to the mid 40s.

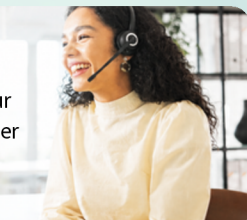
Sales and B2B Support Across North America

We run sales, technical, and account support for consumer and business programs on the same productive-time model. On a recent sales program, first-call resolution rose 30% and average order value increased 300%, with handle times cut 25%. For B2B, our PROs manage business accounts, seller and partner onboarding, and escalations with clear case ownership.

Four Engagement Models, **One Standard of Delivery**

Traditional BPO

Long-term programs that complement your internal CX team or run alongside your other providers in a multi-vendor environment.



Surge & Quick-Turn Services

Rapid-standup capacity for on-sales, event days, and cancellation spikes. Live in as little as four hours, then ramped back down without stranded cost.

Transitional CX

For programs moving in-house or between vendors. We operationalize, train, and transition on proven recruiting, training, and workforce playbooks.

Consultative Projects

Short-term engagements focused on agent education, workforce design, and operational improvement.



Let's Talk About Your Next On-Sale, Gate Surge, or Event-Day Spike

This workforce stays, and that continuity means accountability and a fan experience your brand is proud to stand behind. When the on-sale hits, the people answering already know your program, your tools, and your fans.