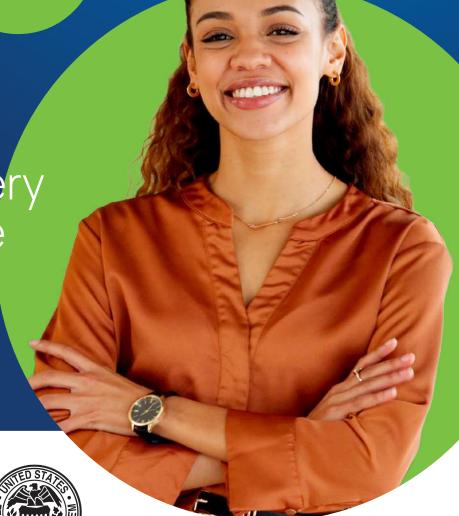
# ::TLC<sub>x</sub>

TLCx:
Optimizing Every
Moment of the
Citizen
Experience

















# TLCx: Optimizing Every Moment of the Citizen Experience



TLCx is a Certified Veteran-Owned Business accredited by the NVBDC, 100% Employee-Owned CX outsourcing partner serving Fortune 500 companies with people-first, performance-driven solutions. With 18+ years of experience, we combine Al innovation with human connection to deliver scalable, tailored support across acquisition, retention, care, and technical services.

# **Citizen Services & Core Competencies**

TLCx provides comprehensive, secure, and scalable citizen support across federal, state, and local government programs. Our services span inbound, outbound, managed services, and case management, with a unified, omnichannel delivery model.

### **Inbound Services**



Resident Services & Information Support



Triage & **Application Assistance** 



Appointment Scheduling



Help Desk Support & Troubleshooting

### **Outbound Services**



Case Management



Follow-up Services



Correspondence Confirmation



Appointment Setting

# Case Management



Claims Processing



Documentation & Validation



Account & **Application** 



Management

# **Managed Services**



Quality as a Service (QaaS)



Workforce Management



Training & Development

## Channels Supported









SMS



Mobile App



Voice

Chat

**Fmail** 

# **Capabilities for Government**

TLCx brings decades of experience delivering high-impact, high-speed, and high-compliance support to public sector programs and advocacy campaigns.







### **Proven Performance in Government & Advocacy**

**FEMA Response Deployment:** Activated 1,200+ agents in under 5 days to manage emotionally high-stakes inbound volume during a disaster response.

**Legal Coordination Services**: 24/7 bilingual support for remote court scheduling, documentation processing, and public access.

**Civic Engagement Campaigns**: Voice + SMS voter contact and awareness programs across 200+ campaigns in 10+ states.

## **CX Support Across Sensitive Public Sector Services**

TLCx supports secure, responsive, and compliant citizen experiences through:

- Emergency Services & FEMA Response
- · Citizen Engagement Centers
- Remote Legal Scheduling & Court Coordination
- · Legal Representation Support
- CX Delivery under High Compliance & Security Protocols

This government-facing capability suite pairs TLCx's tech-forward delivery model with deep operational agility, ideal for federal, state, and local programs requiring trust, speed, and scale.

# Our Intelligent CX Tech Stack

TLCx leverages a deeply integrated Al-enabled BPO model to drive faster resolution, smarter workflows, and more consistent customer experiences—without losing the human connection. Our technology stack includes advanced tools built to elevate agent performance, customer satisfaction, and operational oversight across every channel.

### Core Capabilities Include:

### Al Agent Assist & Real-Time Coaching

Supports voice, chat, and messaging with real-time guidance, next-best action prompts, and dynamic scripting—helping agents deliver faster, more accurate responses.

### Performance & Skill Mapping

Customizable dashboards to track agent metrics, training effectiveness, and behavior trends, providing 100% visibility across teams and geographies.

### Interactive Knowledge Base

Automatically generates, organizes, and refines FAQs and resources using Al-powered content modeling to reduce training time and support consistency.

# Fraud Detection & Voice Authentication

Al-driven voice verification helps detect synthetic audio, verify caller identity, and flag risks instantly without disrupting the customer experience quality and compliance.

### **Quality Assurance Automation**

Real-time monitoring and correction of agent interactions, with intelligent alerting and dashboard views for QA leaders to assess performance at a glance.

### Compliance & Oversight Tools

Supervisor portals and live dashboards allow leadership to monitor call status, idle time, average handling time, and agent behavior across multiple sites or vendors.

# **Security Certificates**







# Certified, Secure & Proven



DUNS(D&B) Number: 798771403

We are registered and ready for procurement

TLCx operates in a fully secured environment and meets the highest industry standards:

**Annual Penetration Testing** 

Class-A Cybersecurity Protocols

SOC 2 (SSAE), HIPAA, and PCI Compliance

Veteran-Owned Small Business (VOSB), CAGE: 7ZVC2

# **Company Snapshot**

Founded 2007

Ownership 100%

Employee-Owned, Certified Veteran-Owned Business accredited by the NVBDC. Global Reach
Locations

Servicing in 20 Languages

### **Full Service Coverage**

#### nbound Services

- Website Navigation & Online Portals
- · Driver's License & Tolling Support
- State & Local Program Assistance
- Income Verification & Eligibility Determination
- · Assessment Services & Pre-Approvals
- Live Chat, SMS, Email & Mobile App Support
- Follow-up, Tracking & Reporting Services
- Customer Voice Interaction & Complaint Resolution
- Healthcare & Insurance Coverage Queries
- Billing Support & Claims Guidance
- Reimbursement, Membership & Provider Lookup

### Outbound Services

- Outbound Tracking Services
- Help Desk Follow-up
- Election Campaigns

### Case Management

- Pre-approvals
- Ticketing & Quality Control

### Managed Services

- Business Intelligence
- Project Management
- Technology Support
- CRM Platform Management

### **Industries Served**

Government, Retail, Finance, Healthcare, Consumer Services, Media, Travel

### **Differentiators**

Tech Integration, Rapid Scalability, People-First Leadership, High ROI

# **NAICS Codes**

561422 : Telemarketing

561421 : Telephone answering services

561110 : Back Office Functions

541910 : Marketing research and

public opinion polling

561499 : All other business support services

621399 : Offices of All Other Miscellaneous

**Health Practitioners** 

