

TLCx: Human-First CX for Consumer Goods & Services

Redefining Everyday Brand Experiences

Digital expectations and value-driven experiences are redefining Consumer Goods & Services. Customers expect seamless product support, personalized service, and brands that understand their needs across every interaction.

For consumer brands, loyalty is no longer shaped by product quality or price alone. The experience around the product, from the first inquiry through post-sale service and re-engagement, has become an important part of the relationship.

Supporting Consumer Brands Across the Customer Lifecycle

TLCx supports customer journeys from product discovery and purchase through service, support, and advocacy. Our capabilities help brands deliver relevant, responsive, and consistent experiences while strengthening long-term customer loyalty.

Core Consumer Goods & Services Capabilities

Product Support

Customer-friendly support for reverse logistics and exchanges.

Returns & Exchanges

Troubleshooting, setup assistance, and product inquiries.

Warranty & Claims

Guided resolution, status updates, and claims tracking.

Loyalty Program Support

Support for tiered programs, points, rewards, and customer re-engagement.

Unified Customer Context

Support histories, warranties, preferences, and product usage information.

Multilingual Customer Complaints

Rapid, culturally sensitive resolution in the customer's preferred language.

Omnichannel Enablement

Smooth transitions across voice, chat, email, and digital touchpoints.

Upsell & Cross-Sell

Personalized engagement based on customer needs and context.

Real-Time Agent Guidance

Empathy prompts, product recall and resolution guidance for timely response.

Quality & Compliance

AI-powered quality audits and compliance monitoring across customer interactions.

Why Consumer Brands Choose TLCx

- Scalable omnichannel customer support
- Personalized service across the product lifecycle
- Modernized post-sale customer interactions
- Consistent quality and customer experience across channels

TLCx CX LaunchPad™

Your platform for transformation. Whether you need dependable operations today or intelligent augmentation for tomorrow, LaunchPad™ delivers!

Core Services

Voice, Chat, Email, Back-Office

Omnichannel Orchestration

Multilingual & Secure
(PCI | SOC 2 | HIPAA)

Modular by design.
Human-first by principle.
Scalable by outcome.

Modular Innovation

EngageAI™ – Real-time agent guidance

Customer360™ – Unified customer
insight & predictive intelligence

CX Assurance™ – AI-powered QA +
compliance monitoring

Sandbox – Co-create new solutions
with our transformation team

Company Snapshot

Founded
2007

Ownership
100%
Employee-Owned

**Global
Reach**

Servicing in
20

Certified
**Veteran-
Owned
Business**

TLCx is a global customer experience and operations partner that helps consumer brands deliver personalized, seamless, and responsive customer interactions at scale. We support organizations across the full product lifecycle, where relevance, speed, and trust increasingly shape customer loyalty.

Blending human expertise with intelligent automation, TLCx supports consumer goods and services brands across product inquiries, post-sale support, returns, warranties, complaints, loyalty, and omnichannel engagement, without losing the human connection.



To create meaningful, outcome-driven partnerships that help clients transform customer experiences, empower talent, and drive sustainable, technology-enabled growth.



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