



# Contact Center Solutions

Scalable. Customizable. Secure.

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Be  
stronger  
than  
before



**TB Customer Relations (TBCR) offers a fully managed call routing and customer experience platform through the NICE CXone system. Our secure contact center solution provides inbound and outbound communication channels within a single application, and we guarantee 99.9% uptime.**

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**>2.7**

**million calls  
answered by  
our call centers  
in 2022**

With multiple communication pathways available, the customer and agent can easily pivot between channels to minimize hold times, improve customer service, increase first contact resolution, and enhance agent efficiency.

#### **Secure platform solution**

TBCR utilizes the NICE CXone Platform, a secure cloud-based platform that requires no on-premises media or database servers. NICE partners with AWS for their U.S.-based data storage. Other AWS customers include Fortune 50 companies and large government agencies, such as NASA and the Department of Homeland Security.

System updates are included automatically and guaranteed at least twice per year, and all updates are handled by TBCR.

Solutions include:

- **Interactive Voice Response (IVR)** with managed call routing, hours of operation, and messaging that matches your customer

needs. Our team can acquire, manage, and route your toll-free numbers to create a fully managed system.

- **Integrated softphone** for agents located anywhere, including remote.
- **Seamless transfer** of calls when appropriate.
- **Customizable reports** to match your agent and call center metrics.
- **Real-time dashboards** so you can see agent availability and call handling metrics.
- **System analytics** on your customer behavior and responses, so changes can be made to improve performance.
- **Quality call monitoring and recording**, ensuring caller satisfaction is measured and reported.
- **Customer call-back option**, giving callers the option of a return call while saving their place in queue.
- **Multi-level and language prompts** built to your specifications.



## Quality assurance

All calls are live monitored and recorded, and call quality and customer service is scored against set metrics. The call quality monitoring is then used to coach and train agents to constantly improve their job skills. Our call quality metrics focus on call resolution, customer service, compassion, and professional call control skills.

## An extension of your call center

TBCR offers a staff augmentation service that can provide support when your call center experiences surges in call volume. Whether due to unforeseen issues like disasters or expansion of public programs, our agents can provide effective overflow support.

## Multilingual strategies

The TB Customer Relations team natively speaks English and Spanish, employing a third-party language line and Globo for hundreds of other languages. We recruit additional multilingual staff members for various program needs when necessary, and work with three external language translation vendors to manage other global interactions.



**TBCR's team of industry-leading experts have the demonstrated experience and capabilities to lead large-scale call center response operations. We are specialists in incident and event emergency management, public health emergency preparedness, disaster preparedness, and disaster recovery.**

## TB Customer Relations has extensive experience in a variety of projects, including:

### Florida Division of Emergency Management and Florida Digital Services

#### Program Management Services

- Stood up call center within 48 hours
- Staffed nearly 6,000 call center agents at peak (average of 3,500 agents)
- Provided statewide help line for all 67 counties (over 21 million residents)
- Trained state and local staff at point of delivery (POD) locations
- Provided case management services to resolve participant issues
- Provided full-time staff in Florida State Emergency Operations Center (EOC) to support program administration efforts

### State of Georgia

#### COVID-19 Vaccine Program and Call Center Services

- Created and provided ongoing maintenance of a custom Interactive Voice Response (IVR)
- Trained more than 450 staff at nine sites
- Created and maintained quality assurance and quality control processes
- Provided vaccination site guidance and logistics based on analyzed data

### State of Colorado, Division of Homeland Security and Emergency Management

#### Emergency Operations Center

- Supported the Colorado State EOC in the State's Operations and Logistics sections related to COVID-19
- Close-out of WebEOC resource requests
- Warehouse and supply sourcing
- Dashboard development

The TB Customer Relations team has provided state and local governments with contact center solutions throughout, and following, most of our nation's major disasters.

**For more information on our services, contact us today.**



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