State & Local Agency Support

High performance CX for state and local agencies

Achieve the Extraordinary with Alorica

As the largest CX provider in North America, with extensive experience working with local and state government agencies, we've got the skills, savvy, and scalability to manage any customer service challenge.

Agents supporting our programs are employees of Alorica and become extensions of our clients. And with over 28K solutionists coast-to-coast, working in-center and at-home (many with public sector backgrounds), you can count on us.

For our public sector clients, we typically achieve increases to Customer Satisfaction (CSAT) and Net Promoter Score (NPS), without additional complexity and risk.

The Right Solutions for Your State and Local Government Agencies

Alorica's experience partnering with agencies across the public sector ensures we deliver expertly tailored solutions to meet yours and your constituent's needs.

We design a delivery approach based on your current situation and your future goals. Whether it's live agent support, automation, back office processing, or something else, we help make delivering a great customer experience effortless.

Why Trust Alorica?

Results that matter: Alorica has successfully met or exceeded key performance indicators across all Public Sector contracts – Fill Rates, Average Handle Time (AHT), Average Speed to Answer (ASA), Abandon Rate, Quality

Size and scale: With unmatched scalability, thousands of Alorica agents have supported the Public Sector in the U.S., across 40 sites and work-at-home, handling voice and digital interactions with customers

Privacy and security: We meet all data security and compliance standards, and handle confidential information with discretion and professionalism—always

Empathy: Hiring and retaining top-tier talent empowers us to work as an extension of your team, leading to greater outcomes for your agency

Trusted industry leaders: As a CX leader with 20+ years of experience, we offer unmatched technology, security, and operations for a total, end-to-end solution

Providing Expert Level Care Across the Public Sector

- Customer Care
- Program Education, Eligibility/Identity Verification
- Rapid Response and Disaster Recovery
- Medicaid Services
- Professional Licensures
- Workforce Development and Unemployment Insurance
- Economic Impact Programs
- Student Loans

Alorica is the *largest minority-owned BPO,* certified by MBE and NMSDC.

We've Got You

If you need a partner to assist with your CX needs, we're here to help—with compassion, experience, and scalability to spare.
Let's Talk!

alorica

Passion · Performance · Possibilities

866.ALORICA | sales@alorica.com | alorica.com