

## PROJECT EXPERTISE

# Call Center Services

### Featured Clients:



#### **U.S. Department of Housing and Urban Development** ***Federal Housing Administration (FHA) Resource Center***

As a subcontractor to Lockheed Martin, TDEC provides Tier 2 customer service representatives to the FHA Resource Center, which provides guidance and assistance to the public and industry groups on all aspects of the FHA mortgage insurance process.



#### **Department of the Navy** ***Naval Air Warfare Center***

TDEC staffs base telephone operators at the Naval Air Warfare Center Weapons Division and Naval Air Warfare station. Operators provide telephone directory assistance to callers as well as assist in international calling.



#### **Department of Labor** ***Nationwide Operational Support and Case Create Support***

TDEC personnel answer incoming telephone calls in support of claims processing for the Office of Workers Compensation Programs and Wage and Hour Division of the Department of Labor. Calls are referred to the proper case manager and logged.



#### **Centers for Medicare and Medicaid Services**

TDEC staff create accounts and review applications (and accompanying documents) filed under the Affordable Care Act for completeness. If an application is missing information or documentation, TDEC personnel initiate outbound calls to gather the missing data, assuring the application is processed and important health insurance notifications are received.

### Services:

- Respond to inbound calls, emails and voicemails following Standard Operating Procedures and client's knowledge database
- Initiate outbound calls to complete or correct constituent's information
- Enter appropriate data into the client's CRM

### Benefits:

- Identification of incomplete applications
- Increased speed of processing
- Improved constituent services
- Increased constituent satisfaction
- Reduced operational costs
- Scalable resources