



BUSINESS PROCESS OUTSOURCING

# Contact Center

## Elevate Your Customer Experience with Our Contact Center

In 2022, Nelnet Associates



### How We Help

With over 40 years of contact center experience across multiple industries, we have the depth of expertise, proven processes, and commitment to service needed to strengthen and grow your customer relationships.

**Customer Communications** | The only effective communication is through your customer’s preferred channel. We’ve mastered and support all of them—email, social media, chat/text, and more. Analytics prove our ability to execute effective campaigns that engage customers, achieve desired results, and provide valuable market insights.

**Pre-Default Account Management** | With decades of expertise honing this unique skill, our team understands how to take your customers from stressed to good standing. We’ll show your customers the value of taking steps to get their account back on track and work with them to do it.

**Skip Tracing** | Our team successfully implements next-level strategies for customers who haven’t responded to calls, emails, and letters—while maintaining compliance with stringent restrictions on customer contact.

**Inbound/Outbound Call Center Services** | We offer comprehensive services in a quality model, executed to create exceptional user experiences that reinforce your brand and strengthen your customer relationships. With English/Spanish inbound and outbound support—as well as access to a language line provider that allows us to serve customers in dozens of other languages—and TTY for hearing impaired, our team delivers the service all of your customers deserve.

**Delinquency Prevention** | Our proven best practices limit collection costs and improve customer outcomes using comprehensive dialing methods, multi-channel outreach, and flexible, client-determined payment solutions. Our proactive campaigns and payment reminders use smart, tailored strategies based on advanced analytics and segmentation—and refined through A/B testing.

<sup>1</sup> SQM Group, which has been monitoring, measuring, and benchmarking First Call Resolution for the call center industry for more than 25 years, has set the industry standard at 70-79%. World Class is 80% or higher. According to SQM Group, only 5% of U.S. call centers achieve World Class.

## We Offer Personal Support – With Breadth and Depth of Experience

For over four decades, we've gained diverse processing experience across complex, highly regulated industries and developed a full array of offerings that have helped our clients' businesses thrive. We deliver proven, on-time back-office services to you and your customers.

- ✔ **Provide world-class customer experiences**, guided by our best practices and leveraging our decades of experience, to build and maintain your customer relationships.
- ✔ **Trust us to scale up or down to meet your specific needs** using a robust team of experienced, highly trained experts currently serving over 15 million customers across our platforms.
- ✔ **Deliver a safe, seamless, and satisfying customer experience** due to the full integration of our technology, security systems, and compliance oversight into yours.
- ✔ **Deliver the expert support your brand deserves** using our 100% U.S.-based contact center associates.
- ✔ **Our brand ambassadors** are a positive extension of your brand and customer service team.



With Nelnet, we trusted that they knew what they were doing. And because of that, we could go about managing our own workload without having to try to micromanage. That's where my level of appreciation was: 'wow, nicely done!'

I score Nelnet on the higher end of the spectrum: an 8 or 9 on a scale of 1-10. Not just handling day-to-day business but behind the scenes. I tip my hat to Nelnet for consistently adhering to our company's Standards of Excellence."

**Geoff Cook**

Director of Member Services  
Arbor Day Foundation

## Who We Are

With over 40 years of proven BPO expertise and experience, Nelnet provides best-in-class contact center solutions and positive engagements for our clients and their customers.

Nelnet's contact center team is composed of 2,500+ associates nationwide, with three primary physical locations in Lincoln, Nebraska; Centennial, Colorado; and Madison Wisconsin, plus 10 more facilities across five states, as well as remote.

We work with clients across a range of industries, from education, finance, and non-profits to government, healthcare, and professional services. We can adapt our services to fit any client's needs.

## Partner with Us

Contact us today to learn more about the unique solutions that we can provide for your business.



[nelnetinc.com/Contact-Center](https://nelnetinc.com/Contact-Center)



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