

A Government Whitepaper

TCN + Government: Partnering to Modernize the Industry

Here to be your partner, not just a vendor

Elevate satisfaction with TCN's innovative contact center software platform, designed to streamline support and boost efficiency. Empower your employees to deliver exceptional experiences to the public with seamless omnichannel communication, simplified compliance and a robust Interactive Voice Response (IVR) solution, all tailored to your unique needs. From the first day of implementation onward, TCN partners with you to offer ongoing support and care.

Flexible scalability

- » TCN's customizable platform empowers you to effortlessly adjust your operations to meet changing needs. With a flexible platform that allows you to easily make quick changes, such as enabling an additional tool on your dashboard, you can ensure you're always providing citizens with exceptional service.

One easy setup, all-in-one platform

- » Unlike other providers, TCN offers every solution you need in one platform. With no need to toggle between different logins and interfaces, you can oversee and utilize solutions all in one place. Plus, with the help of its dedicated support team, TCN's platform deploys in hours or days, not weeks or months.

Cloud security

- » TCN strives to earn your trust every day by delivering a platform built on availability, integrity and confidentiality. TCN's award-winning cloud-based contact center software platform ensures data security and compliance, reducing risks while helping you meet industry regulations.

"TCN has helped revolutionize our operations. With a dedicated TCN expert on board, they empowered our team to truly make the software our own, ensuring a seamless integration into our workflow. Gone are the days of waiting weeks for updates and reports. The self-service nature of TCN puts the power back in our hands, allowing us to shape our future with confidence." - Meduit

Actions speak louder than words – a platform that delivers results

The government sector faces a unique set of challenges, from ensuring adherence to strict regulations and meeting high citizen expectations to managing complex integrations and optimizing operational efficiencies. TCN offers a comprehensive solution that addresses these challenges head-on, ensuring you can provide excellent service and maintain compliance effortlessly and cost-effectively.

Simplify compliance

- » Staying compliant in today's dynamic regulatory environment can be challenging. TCN's comprehensive toolkit makes compliance a breeze, reducing risk and ensuring adherence to evolving regulations. By providing the solutions you need to write, audit and automate compliance rules, TCN takes care of the heavy lifting so you can focus on what matters most: running your contact center.

Streamline citizen engagement

- » You want to make sure you're reaching the masses and that they can easily reach you. TCN gives you that ability with its omnichannel communication tools. By ensuring constituents' needs are addressed promptly and effectively, you can foster trust and loyalty. Plus, empower your employees to effortlessly switch between channels within one simple interface.

Boost efficiency with automation

- » Government agencies often face staffing shortages for public communications. That's where automation excels, enabling your contact center to meet citizens' needs without extra manpower. TCN's robust IVR solution provides self-service options, providing clear, easy ways to send announcements, court date information or payment reminders.

"Implementing TCN's platform in our call centers was not only simple and easy, but it also created new opportunities for our organization that we did not have before. As we have added and taken advantage of the great outbound functionalities, we have seen a noticeable improvement in our customer engagement and response rates." – ELICOM