

Public Sector

Digital-First, People-Focused CX for State and Local Agencies

Public sector agencies are feeling the strain. Service demands are rising, regulations keep shifting, and constituents expect the same easy, digital-first experiences they get elsewhere. Meanwhile, your teams are stretched thin trying to deliver fast, people-focused support across every channel—from program education, eligibility, and identity verification to emergency response.

That's where Alorica comes in.

We partner with state and local agencies to deliver customer engagement strategies that actually work and scale with demand. Our public sector experts function as true extensions of your team, building trust with the people you serve.



"Alorica is a long-term, trusted partner that continues to demonstrate flexibility with staffing and workflow, transparency in the business, and ownership of initiatives and opportunities."

Director
Long-Standing Alorica Client

Your business is our business. We align our solutions to your goals so you can improve satisfaction, streamline service delivery, and free up your internal teams to focus on what matters most.



Customer Care



Program Education, Eligibility
and Identity Verification



Rapid Response and
Disaster Recovery



Medicaid Services



Professional Licensures



Workforce Development and
Unemployment Insurance



Economic Impact Programs



Student Loans

Solutions that Serve



Tailored to Meet Your Needs—and Those of the Communities You Serve



Results You Can Measure

We don't just meet SLAs—we help you raise the bar on satisfaction, delivering measurable improvements in Fill Rates, Average Handle Time (AHT), Average Speed to Answer (ASA), Abandon Rate, Quality, and more.



Flexibility When You Need It Most

Our global footprint and agile delivery model mean we can ramp up (or down) easily during peak periods, and emergencies. Whether on-site or remote, we're built to deliver uninterrupted service.



Security You Can Trust

We take data security seriously. From agents to leadership, we embed trust, accountability, and integrity into everything we do, protecting constituents, securing sensitive data, and safeguarding your reputation.



Empathy in Action

We hire top-tier talent—many with public sector backgrounds—who bring compassion, cultural awareness, and a genuine understanding of the communities you serve. They're not just taking calls; they're solving problems and building trust with every interaction.



Proven Experience in the Public Sector

We've been doing this for over two decades, partnering with state and local agencies to deliver end-to-end CX solutions. We use a tech-powered, people-first approach that's built for results.



We are proud to be the **largest private, minority-owned CX provider**, certified by NMSDC.

Ready to Get Started?

Whether you're expanding services or navigating urgent needs, we're here to deliver secure, people-focused CX that makes a difference.