

Frontline Call Center, Inc.



Capability Statement

Company Overview

Frontline Call Center, Inc. is a U.S.-based, woman-led contact center provider with over 19 years of experience delivering scalable, secure, and compassionate support solutions to government, nonprofit, and commercial clients. Founded in 2005 and headquartered in Friday Harbor, Washington, Frontline operates entirely through a remote-based, cloud-enabled workforce. This approach allows us to maintain high performance, quickly scale to meet demand, and minimize environmental impact. We specialize in high-touch services tailored to agencies serving vulnerable populations.

Core Competencies

- Inbound & Outbound Call Handling: Public inquiry lines, customer service, appointment scheduling, callbacks
- Multi-Channel Support: Voice, email, live chat, and SMS with CRM integration
- Surge Staffing: Rapid deployment for emergencies, seasonal spikes, or disaster response
- Human Services Support: Inform USA Member. 211 helplines, housing assistance, Medicaid support, crisis lines
- Quality Assurance: Structured call scoring, calibrations, coaching, and analytics
- Compliance & Security: HIPAA, SOC 2, and PCI-DSS aligned infrastructure and practices
- Bilingual Services: English/Spanish-speaking agents and trauma-informed training

Differentiators

- 100% U.S.-based remote workforce
- 98% client retention over 3 years
- Over 60% year-over-year revenue growth
- Rapid launch capability for urgent contracts
- Customized reporting and real-time dashboards

- Specialized in mission-driven and social impact programs

Company Information

Legal Name: Frontline Call Center, Inc.

Business Type: Woman-Owned, Privately Held Corporation

Year Established: 2005

Headquarters: Friday Harbor, Washington

DUNS: 619750891

UEI: JMRLEL5H4A8

CAGE CODE: 5JBW8

NAICS Codes: 561422 (Contact Centers), 561421

Website: www.frontlinecallcenter.com

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