

FCC Transition Safety Net

The FCC is actively advancing proposed regulations to incentivize agent location transparency, U.S.-based transfer options, stricter English standards, limits on offshore call volumes, and penalties for foreign robocalls. At IntelLogix, we are well positioned to meet these new onshoring requirements through our cost-effective domestic locations.

13+ Yrs Avg. Client Tenure

7 Brick-and-mortar sites

68+ Yrs CX & BPO Expertise

Robust on-site and remote infrastructure across the U.S.

AI savvy operators embedded from day one

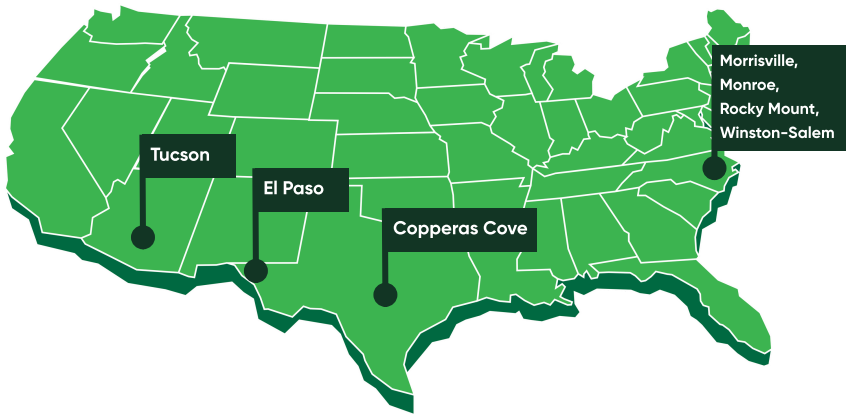


Great Place to Work® Certified U.S. (March 2026)



Automated recruiting to accelerate time-to-hire

U.S. Locations & Capacity



National WFH Hiring Capabilities | **5+ Yrs** Average Agent Tenure



Greenfield Site Development

- Find optimal locations based on labor availability, cost structure, attrition risk, and infrastructure readiness
- New locations can be fully operational within 90–120 days post-award



Work From Home Capabilities

- Dedicated on-call agents for rapid engagement
- Quick credentialing and activation protocols
- Comprehensive training ensures compliance

LogixSuite

- **LogixVoice:** 60% IVR containment, NLU in 40+ languages
- **LogixAssist:** AI coaching with sentiment analysis & real-time alerts
- **LogixCollect:** First-party revenue recovery
- **LogixGuard MSSP:** #1 cybersecurity solution in peer group (UpGuard)
- **LogixLab:** Controlled environment to simulate, test, and optimize operations

Compliance & Certifications



Onshore Transition Approach

Timing: Phased or accelerated approach with dedicated project management, tailored to your operational goals.

Scalability: On-call remote agents activate within 48 hrs; scale up to 30% at peak, no incremental training costs.

AI Adoption Cost: Purpose built to reduce per-interaction cost; transparent ROI modeling aligned to your volume and channels.

Support Staff: Fully embedded onsite HR, TA, WFM, IT & Delivery management at every location from day one.

IT Requirements: Tech-agnostic; works within existing platforms or deploys LogixSuite tools with full IT onboarding support.

Training Length: Sourcing-to-onboarding in as little as four weeks, supported by fast, targeted training.

Strategic Recruitment & Project Launch Timeline



Weeks 1–4
Recruitment & Planning

- Kickoff recruitment
- Define scope
- Onboarding readiness



Weeks 5–11
Design, Build & Test

- Configure workflows/systems
- Validate solutions
- Process alignment.



Weeks 11–18
Implementation & Training

- Finalize hiring
- Deploy operations
- Post-launch support



Weeks 20–22
Optimization & Handoff

- Refine KPIs/processes
- Scale for demand
- Transition ownership