



Direct Interactions was founded in 2007 with a mission to **create jobs for Americans with disabilities, their caretakers, and military families.**



YOUR SOCIALLY RESPONSIBLE PARTNER FOR ALL THINGS COMMUNITY SUPPORT

Direct Interactions is a domestic work-from-home call center focused on providing outstanding customer interactions. With experience in the public sector and disaster response, Direct Interactions is equipped with skilled and empathetic agents.

How We Support 211's:

Staff augmentation	Follow-up calls
Data curation and scrubbing	Multilingual support
After hours support	Closed Loop Referrals
Updated telephony system	Digital transformation

Support Programs:

Information & Referral	COVID-19 support
Crisis & Emergency	Health
Housing	Transportation
SNAP & TANF	Disaster Response

Benefits of Partnering with Direct Interactions

- All domestic contact center agent workforce (1000+ agents)
- Rapidly deployed human services
- Easily scale to meet unpredictable demand
- Socially responsible impact sourcing partner
- Can hire agents in any state to boost employment in your area
- Empathetic agents focused on providing outstanding customer service

Our 211 Partners



Direct Interactions is a proud member of Inform USA

