

Business Process Outsourcing

Contact Center



Deliver Exceptional Customer Experiences with Confidence

In 2025 Nelnet's Contact Center:

Handled
3.8M
Inbound Calls

Made
37.5M
Outbound Calls

Supported
14.4M
Customers

Achieved
90%
First Call Resolution¹

How We Help

When customer volumes increase and service expectations rise, maintaining a consistent, high-quality experience becomes more challenging. Nelnet's Contact Center solutions help organizations deliver responsive, compliant, and brand aligned support at scale.

- **Customer Communications**

Reach customers through their preferred channels such as email, chat, text, social and more, using data-driven strategies that improve engagement and results.

- **Pre-Default Account Management**

Help customers move from stress to stability as our experienced teams guide proactive outreach, improving outcomes while maintaining compliance.

- **Skip Tracing**

Reconnect with hard-to-reach customers using compliant, next-level strategies that respect contact restrictions and regulatory requirements.

- **Inbound/Outbound Call Center Services**

Deliver consistent, high-quality support across inbound and outbound interactions with multilingual capabilities and accessibility support.

- **Delinquency Prevention**

Reduce costs and improve outcomes through targeted, analytics-driven outreach and flexible payment strategies.



Personal Support Backed by Experience

Our 100% U.S. based contact center associates act as an extension of your team, bringing decades of experience, proven best practices, and a commitment to representing your brand with care and professionalism.

- Scale support up or down to meet your needs with a robust team currently serving over 15 million customers across our platforms.
- Deliver safe, seamless customer experiences through fully integrated technology, security systems, and compliance oversight.

Who We Are

With more than 40 years of proven BPO experience, Nelnet delivers contact center solutions that support positive, brand-aligned customer interactions across complex, highly regulated environments.

Our contact center team includes 800+ agents nationwide, operating from multiple U.S. locations and remotely, allowing us to scale support and adapt quickly to your organization's needs.

We work with clients across education, finance, government, healthcare, non-profits, and professional services, bringing the flexibility and experience required to support diverse customer populations.

*SQM Group, which has been monitoring, measuring, and benchmarking First Call Resolution for the call center industry for more than 25 years, has set the industry standard at 70-79%. World Class is 80% or higher. According to SQM Group, only 5% of U.S. call centers achieve World Class.

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“With Nelnet, we trusted that they knew what they were doing... Not just handling day-to-day business but behind the scenes. I tip my hat to Nelnet for consistently adhering to our company's Standards of Excellence.”



Geoff Cook

*Director of Member Services
Arbor Day Foundation*

Partner with Us

Contact us today to learn about the unique solutions that we can provide for your business.



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