



Leading Experts

Innovative Contact Center Design and Analysis

Custom Multi-Channel Contact Centers for the Human Services Market

Who We Are

Shoreline Innovation was built with the Human Services market in mind. Bringing together partners with over 50 years of Human Services experience and IT system design and deployment, Shoreline is positioned better than any other vendor to create custom Multi-Channel Contact Centers for the Human Services market.

Our experience allows us to provide advanced solutions. Our designs are aimed at creating high levels of call reduction and automating simple Contact Center tasks creating powerful efficiencies and improving client service.

Shoreline builds AI based tools that leverage the power of AWS Connect, enabling customers to create a scalable and adaptive Contact Center to meet their evolving needs.

Shoreline Can Provide:



Artificial Intelligence

Design and deployment of AI enhanced contact centers with features customized to your business needs and industry leading scalability.



Voice Signature

Custom modules to allow for one touch processing and no touch client contact.



Contact Campaigns

Preemptive, AI driven outbound contact campaigns to reduce call traffic.



Business Process

Business process analysis founded on decades of human service experience.



Let's Work Together

Shoreline's package takes the traditional contact center to the next level. We provide measurable ROI and greatly enhanced client service.