

## Alorica's award-winning digital and analytics solutions

Alorica IQ is a digital foundry that **designs, deploys and optimizes technology** enabling insanely great customer experiences. We help clients **elevate their brand experience** by inspecting and optimizing their customer journey based on customers' preferences, call drivers and **removing friction across channels and processes**. From optimizing your existing investments to end to end experience design and implementation, Alorica IQ delivers industry-leading technology and expertise to help **enable business outcomes**.

	CLIENT OBJECTIVES	CORE CAPABILITIES	RESULTS
<b>Alorica Experiences Practice</b>	 <p>Unify client business and transformation objectives to their North Star</p>	<ul style="list-style-type: none"> <li>Automated Discovery</li> <li>CX strategy assessment</li> <li>Experience engineering</li> <li>Journey Mapping</li> <li>Service Blueprints</li> <li>AR/VR advisory and optimization</li> </ul> 	<ul style="list-style-type: none"> <li>Identified <b>cost savings</b> with customer self-service solution</li> <li><b>800% ROI</b> from Journey Mapping and AVA chatbot deployment for major consumer electronics manufacturer</li> <li>Consulted on <b>eCommerce Contact Center Transformation</b> for global electronics brand</li> </ul>
<b>Alorica Analytics</b>	 <p>Actionable insights to improve performance and enhance the customer journey</p>	<ul style="list-style-type: none"> <li>Customer journey analytics</li> <li>Call drivers and RCA</li> <li>Sentiment and intent analysis</li> <li>Scoring and segmentation</li> <li>Predictive and propensity models</li> <li>Social/behavioral analysis</li> <li>VOC analysis</li> </ul> 	<ul style="list-style-type: none"> <li><b>75%</b> of escalations mitigated by identifying script improvements</li> <li><b>15% NPS improvement</b> after assessing DSAT drivers</li> <li><b>44% increase in sales</b> results using predictive analytics</li> </ul>
<b>Alorica Engage</b>	 <p>Streamline engagement with customers in optimal channels</p>	<ul style="list-style-type: none"> <li>CCaaS</li> <li>Omnichannel</li> <li>Intelligent Routing</li> <li>Callback Assist</li> <li>Alorica Clear</li> <li>Call Deflector</li> <li>Self service</li> </ul> 	<ul style="list-style-type: none"> <li>Unlocked opportunity to <b>increase First Contact Resolution by 7%</b> through upskilling and access to systems and IVR/Digital Optimization</li> <li><b>5-15%</b> call volume deflected</li> <li><b>7-point</b> uptick in accuracy</li> <li><b>50% increase</b> in addressable talent market</li> <li><b>20%</b> improved CSAT</li> </ul>
<b>Alorica AI</b>	 <p>Mechanize processes for greater accuracy and efficiency</p>	<ul style="list-style-type: none"> <li>Knowledge Management</li> <li>AI/ML training and tuning</li> <li>Agent Assist</li> <li>AVA (Alorica's virtual asst.)</li> <li>Intelligent Automation</li> <li>Real-time transcription</li> <li>Alorica Assure</li> </ul> 	<ul style="list-style-type: none"> <li>AVA chatbot delivered <b>89% lower cost</b> to serve, 800% ROI</li> <li><b>1M+</b> transactions automated, <b>saving \$500M annually</b></li> <li><b>25M+</b> automated alerts reduce AHT and drive adherence</li> </ul>
<b>Alorica Labs</b>	 <p>Incubation and expansion into new digital frontiers</p>	<ul style="list-style-type: none"> <li>Generative AI</li> <li>AR/VR factory</li> <li>Metaverse training environments</li> </ul> 	<ul style="list-style-type: none"> <li>Applying our own datasets to query results</li> <li>Identifying <b>positive</b> and <b>negative CX drivers</b></li> </ul>

Want to learn more?  
Let's talk!