

## 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**

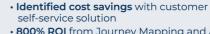
#### **RESULTS**

## Alorica Experiences Practice



Unify client business and transformation objectives to their North Star

- · Automated Discovery
- · CX strategy assessment
- · Experience engineering
- Journey Mapping
- Service Blueprints
- · AR/VR advisory and optimization



- 800% ROI from Journey Mapping and AVA chatbot deployment for major consumer electronics manufacturer
- Consulted on eCommerce Contact Center Transformation for global electronics brand

### Alorica Analytics



Actionable insights to improve performance and enhance the customer journey

- · Customer journey analytics
- · Call drivers and RCA
- · Sentiment and intent analysis
- · Scoring and segmentation
- Predictive and propensity models
- · Social/behavioral analysis
- · VOC analysis



- 75% of escalations mitigated by identifying script improvements
- 15% NPS improvement after assessing DSAT drivers
- 44% increase in sales results using predictive analytics

# Alorica Engage



Streamline engagement with customers in optimal channels

- CCaaS
- ·Omnichannel
- Intelligent Routing
- · Callback Assist
- Alorica ClearCall Deflector
- · Self service



- Unlocked opportunity to increase First Contact Resolution by 7% through upskilling and access to systems and IVR/Digital Optimization
- 5-15% call volume deflected
- 7-point uptick in accuracy
- 50% increase in addressable talent market
- 20% improved CSAT

### Alorica Al



Mechanize processes for greater accuracy and efficiency

- · Knowledge Management
- · AI/ML training and tuning
- · Agent Assist
- AVA (Alorica's virtual asst.)Intelligent Automation
- · Real-time transcription
- Alorica Assure



- AVA chatbot delivered 89% lower cost to serve, 800% ROI
- 1M+ transactions automated, saving \$500M annually
- 25M+ automated alerts reduce AHT and drive adherence





- · Generative Al
- AR/VR factory
- Metaverse training environments



- Applying our own datasets to query results
- · Identifying positive and negative CX drivers

Want to learn more? **Let's talk!** 

