

Optimizing Travel CX: Answers to Your Top Questions

1. How quickly can we scale customer support?

Our flexible agent ramp-up model and data insights for real-time staffing adjustments ensure you're always staffed to meet demand during seasonal fluctuations and unexpected disruptions.



We recently supported one travel client in onboarding **400+ dedicated agents** in just one month!



2. How can we enhance customer engagement across channels?

We provide comprehensive omnichannel support that integrates **SMS, email, live chat, voice, social media and more**, ensuring seamless customer interactions regardless of platform.



3. How can we increase loyalty and retain customers long-term?

We help brands like yours optimize their loyalty programs using predictive analytics to drive higher engagement, retention, and profits.



We recently helped one client generate **\$10million+ in profit** from a revised loyalty program.



4. What kind of results can we expect from partnering with Alorica?

Our solutions are delivering significant ROI for our travel clients:

€1M annual savings
for one airline from reducing
voice demand by 15-20%

**89% lower cost
to serve** through
advanced technology

800% ROI
from optimized customer interactions
and engagement strategies

