Alorica ReVoLT™

One Solution, Global Understanding

Eliminate language barriers instantly. Alorica ReVoLT is a real-time AI voice translation solution that enables your agents to support customers in **75 languages and 200 dialects** with **>97% accuracy**—without hiring multilingual staff or contracting interpreters.

Alorica's dedicated CX specialists work alongside you to assess your operations, diagnose challenges, and co-design a strategic roadmap that embeds ReVoLT into your business for maximum impact. Through ongoing AI training and performance optimization, Alorica ReVoLT drives long-term success.

ALORICA REVOLT'S IMPACT

Reduce Costs Quickly

Reduce multilingual support costs by up to 50% by eliminating expensive interpreters and rare language specialists

Source agents from cost-effective regions like Cairo, India and the Philippines while maintaining global service quality

Proven results: One client achieved 117% conversion growth and 34% revenue improvement

Improve Customer Experience

Deliver native-language support with **97% translation accuracy**

Support any of **75 languages and 200 dialects** instantly

Improve CSAT and NPS while reducing customer churn

Create Operational Efficiency

20% increase in staffing flexibility by decoupling language skills from hiring

Consolidate fragmented language queues into a single, unified support model

Scale support for rare languages without new hires

HOW ALORICA ENSURES YOUR SUCCESS

Strategic Planning
Our CX transformation specialists assess your operations and design a clear implementation roadmap tailored to your business goals.

Process Optimization
We help you streamline workflows and centralize operations for maximum efficiency.

Ongoing Support
Continuous AI training, performance optimization, and best-practice sharing ensure your solution evolves with your business.

COMMON AI VOICE TRANSLATION CONCERNS

Latency & Performance
ReVoLT delivers near-instantaneous translation with minimal delay, ensuring natural conversation flow.

Voice Quality
Advanced AI preserves vocal nuances and tone while maintaining crystal-clear audio quality. Customers experience natural-sounding conversations, not robotic interactions.

Stack Integration
ReVoLT seamlessly integrates with your existing contact center infrastructure. Alorica IQ advisors ensure smooth deployment without disrupting current operations or requiring system overhauls.

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SOLUTION OVERVIEW

Integration Requirements

Customer-language identification must occur before call routing (via IVR, dedicated numbers, or caller metadata)

Windows-based softphones
(hard phones and macOS not supported)

Cloud telephony platforms recommended (Genesys Cloud, Amazon Connect, Twilio, etc.)

Security & Compliance

PCI DSS v4.0 certified with native redaction capabilities

Enterprise-grade security for sensitive customer interactions

Best-Fit Languages

Alorica ReVoLT delivers maximum ROI for languages where native speakers are expensive or scarce, such as:

- **Nordic:** Swedish, Norwegian, Danish
- **Eastern European:** Polish, Czech, Slovak
- **Asian:** Japanese, Korean, Mandarin

Implementation Timeline

Discovery & Solution Design: 4-5 weeks

Technical Setup: 7-8 weeks

Training & Go-Live: 3-4 weeks

Total: 14-17 weeks
(7 weeks if using Alorica infrastructure)

Ready to transform your global customer support?

Partner with Alorica for a solution that goes beyond technology— empowered agents delivering operational excellence, cost efficiency, and world-class customer experiences through proven CX transformation

salute
ابحرم
hej
سلام
สวัสดี
Hola
Hallo
Здравствуйте
Bonjour
Привет
こんにちは
안녕하세요
你好
Hello

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