

Combat Fraud and Enhance Customer Confidence

A global partnership delivering efficiency, security, and cost savings.



The Challenge

The client, a major international bank, faced several issues with fraud detection and prevention, and was looking for a partner to help them create a specialized agent profile that could help support their siloed customer service lines, backlogged fraud queues, and increased resolution wait times. The new agent profile they were looking to create required creating an effective training program that could effectively educate agents on the progressive, layered approach to fraud resolution. The client was looking for a partner that could help them deliver a solution where their customers could continue to feel safe to interact and transact.

Enter Alorica.

The Solution

After a rigorous evaluation process, we were selected as the client's partner of choice to help improve their CX and reduce fraud losses. We had a history of top performance and champion challengers in our Customer Care and Collections programs, and the client was excited to see our latest innovations in supporting their Fraud line of business.

A centralized **Digital Trust & Safety** team from a *Center of Excellence* executed an integrative approach for monitoring suspicious activity and spending patterns. Because of our expertise and accuracy, we were quickly able to get their backlogged queues current for the first time in over five years! Our Center of Excellence now handles every touchpoint within the customer's journey to resolve their fraud questions quickly and efficiently—all while reducing average handle times and increasing cost savings.

Results

The program was such a success that the client implemented our approach for Fraud with their in-house teams as a best practice. We not only proved the new agent training process effective, we completely eliminated a fraud loss metric and in doing so, saved the company over a million dollars annually! And, because the program is overseen by a single global leadership team, the client receives stronger collaboration, accountability and customer insights.



\$1.2M

annually saved by helping eliminate large fraud losses



25%

increase in client's Net Promoter Score



60 second

reduction in average handle times (AHT)

Real-World Results