Solving Seasonal Staffing Challenges with Scalable, Strategic Solutions

CHALLENGES

The client, a hotel reservation company, was having continual staffing challenges. While spikes in volume weren't uncommon, they needed a more flexible staffing model—one that allowed for new employee hiring, onboarding, and speed-to-proficiency in just 30 days. To further complicate matters, their volume dropped significantly during the height of pandemic lockdowns, before coming back with a vengeance when travel opportunities opened up. So, the client was looking for a partner who could help them forecast when these issues would arise and help future-proof against unexpected volume increases or decreases. Lucky for them that they made a reservation with Alorica.

SOLUTIONS

First, we identified a disparity in channel and services support, and created a "One Team Agent" profile that allowed a single agent to support multiple queries simultaneously. After working closely with the client to identify patterns in their staffing needs, we also developed a forecasting model to prepare for any additional spikes in volume. And, during the height of COVID-19 lockdowns, we employed Alorica Anywhere, the perfect complement of work-at-home and brick-and-mortar flexible staffing. This work-at-home solution allowed us to be flexible at a moment's notice.

RESULTS

Alorica launched the account in just three weeks—not to mention delivering one of their most triumphant launches *ever*! We have since tripled our headcount, two of our sites are periodically awarded Top Performers in Conversion Rates, and we were awarded new lines of business with the client.

> " I just have to congratulate you and the team for pulling this off. It has been nothing short of miraculous. We couldn't be more pleasantly surprised and appreciative of the effort, energy and the work that went into this project. Huge accolades to you and the team and the effort you put into it. It was very, very impressive. "

REAL WORLD RESULTS

Launched new program in
three weeks

3X
Tripled headcount since inception

Consistently
awarded Top Performer in Conversion Rates

alorica

866.ALORICA | sales@alorica.com | **alorica.com**