

# Automotive Solutions

## Accelerating Customer-Driven Success with Clear and Confident Direction



For automakers, dealerships, drivers and riders, the integration of new technology is changing the way the automotive industry operates.

We already happily accept rides with strangers through popular ride-hailing apps, and soon self-driving cars will zip us around. Yet having our own vehicles remains desirable to many, and car manufacturers are eager to provide what car buyers want. Rearview backup cameras, hands-free phone integration and touchscreen navigation are all modern conveniences that drivers rely on today, and with these added features comes the need for prompt and courteous customer support.

### **Alorica has solutions that keep both car and driver connected.**

Our automotive agents calm fender-bender victims, rectify rental car snafus and clarify confusing auto warranties. And when an auto parts recall or otherwise urgent matter arises, we're equipped to scale up resources to handle the influx of incoming calls. Whether a ride-sharing teen needs app support or a business executive's luxury sedan requires routine maintenance, Alorica strives to provide best-in-class service to customers across multiple geographies through voice, email, chat and social media.

*Let's ride on, shall we?*

*"Once technological and regulatory issues have been resolved, up to 15 percent of new cars sold in 2030 could be fully autonomous."*

*- McKinsey & Company*



### **FAST FACTS**

- Over 20 years of transportation, automotive and shipping/logistics industry experience
- We partner with many top automotive brands
- Capabilities across a variety of contact channels: inbound and outbound calls, emails, chat, social media, fax, back office and fulfillment
- End-to-end service capabilities spanning the entire customer lifecycle

### **CLIENTS SERVED**

- Domestic and Multinational Automakers/OEMs
- Motorcycle Manufacturers
- Automobile Dealerships
- On-Demand Transportation Companies
- Car-Share/Ride-Share Providers
- Shipping and Logistics Companies
- Motor Vehicle Parts Suppliers
- Automotive Lenders

# Unlocking the Power of the Empowered Agent

FACT SHEET

## THE ALORICA ADVANTAGE

### Legal Issues and Claims Management Expertise

- For customers of our automaker clients, we manage cases about their vehicles or dealership experiences. Alorica agents serve as our clients' official representatives during arbitration meetings and work toward **alternative dispute resolution** through third-party organizations such as the Better Business Bureau
- When vehicles fail to meet standards, our specialty-trained "Lemon Law" agents step in to help the customer **fight for what's right** and earn them repurchase agreements or other settlements with dealerships or automakers
- For our ride-hailing client, we have 250 Driver Operations agents who set up new driver accounts, ensure that **proper documents** are collected and **validate all driver information**
- We also support **fraud and risk management** through agents who investigate unauthorized credit card charges and other fraudulent claims

### Staying Connected on the Road

#### • In-Vehicle App Support

For drivers with a navigation system or internet radio, we educate, assist, diagnose and correct inquiries and concerns through voice, email, chat and social media.

#### • Car Rental/Car-Sharing Support

We provide non-scripted, conversational support from handling billing and reservations to real-time issues such as being locked out of a vehicle.

#### • Emergency Situation Support

A selection of Alorica agents are trained to become emergency 911 operators, often handling critical situations with people who are driving or are involved in traffic collisions.

## ALORICA IN ACTION: ON-DEMAND TRANSPORTATION PROVIDER

### Scalability and Speed-to-Proficiency

A fast-growing, on-demand transportation provider required **flexible, rapid ramp-ups** and turned to Alorica for help. In a year's time, they added **five new LOBs** and ramped more than **600 agents** in both domestic and offshore locations. During a review of the client's training program, we noticed inefficiencies in the 40-hour onboarding curriculum being delivered via instructor-led, classroom training. Together, we **realigned the learning focus** with a more hands-on approach, **reducing training time** to 12 hours and **improving time to proficiency** for agents to meet quality targets.

We now provide 24/7 support for the client's Document Review, Fraud, Mentor, Driver Safety, Guardian, Passenger and Driver lines of business. We're also responsible for **supporting the client's trademarked computer software**, which keeps drivers and passengers connected throughout their entire transaction. From selecting a preferred vehicle or driver (or passengers) pre-ride to rating the driver (or passengers) post-ride, our agents are always available to help should the users from either end require assistance with our client's app.

