

Creating Solid Foundations with Knowledge Management



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Having a centralized digital foundation to help customers and agents makes both dollars and sense.

And without one, you're stuck with customer complaints, agents scrambling for the right answers, high agent turnover and lengthy agent training efforts, and process inefficiencies that hamper growth and harm your bottom line.

Alorica's Knowledge Management solution improves customer and agent outcomes, reduces overhead costs and increases operational efficiency—for the life of your business.

A Smarter Way to Support Your Agents and Customers

Did you know that virtual agents conduct only 10% of customer interactions?¹ Even when 40% of customers report experiencing higher call volumes that trained agents couldn't control?

Agents spend an average of 19% of their time searching for answers—online and asking their colleagues for help.²

With Alorica's Knowledge Management as your digital foundation, you can harness the power of technology to create more consistent and efficient customer experiences—and give your agents the support they need to deliver consistently great CX.

ALORICA KNOWLEDGE MANAGEMENT SNAPSHOT

Organizing, synthesizing, managing and improving knowledge

KEY FEATURES



Operational Experience

Alorica supports multiple KM programs for many other clients across a variety of industries from tech to retail and beyond



Scalable Talent

Providing a highly-skilled and experienced team to improve and scale your Knowledge Management content and processes



Expert Advisory

Professional services to help optimize and maximize your Knowledge Management investments



Center of Excellence

Leadership, best practices, research, support and training for Knowledge Management

PRIMARY BENEFITS OF BETTER KNOWLEDGE



Customer Experience

- Lower Customer Effort
- Higher Loyalty and NPS
- Increase Self-Service Adoption



Employee Experience

- Shorter Training
- Faster Speed to Proficiency
- Improved Agent Confidence and eNPS



Quality & Compliance

- Increase First Contact Resolution
- Reduce Errors and Mishandling



Performance Excellence

- Higher Agent Productivity
- Lower Handle Times
- Better Resource Utilization

¹ IDC InfoBrief, *Unlocking the Transformative Power of AI for Contact Centers*

² *Forbes*

Solid CX Support with Staying Power

Better agent outcomes means better customer support.

Alorica's highly effective Knowledge Management solution sets your agents up for success, creating the best possible outcomes with every interaction.

With a centralized library of context-sensitive and best answer-driven results, your agents have the answers they need at their fingertips.

Best practices—derived from user behavior and searches, delivery across multiple digital channels with self-service options and easy document feedback—keeps your customer support optimized.

And, having an evergreen Knowledge Management foundation in place means decreased costs for new hire training and upskilling existing agents.

The Alorica Advantage



We meet you where you're at: Alorica offers three different product tiers depending on your knowledge management stage: services only, automation and services and end-to-end services.



Established marketplace experts: We know the market, industry, and your business. We recognize your challenges and can implement a knowledge management solution that's right for you.



Digital CX Solutionists: We process 2 billion customer interactions every single year, so we've learned from plenty of experience what knowledge management content will enable the best digital foundation.



Balanced action: Driven by provide a powerful combination of people, process, and technology, Alorica's full-service solutions are designed to deliver on your future digital transformation initiatives and business outcomes.



EXCELLENCE BY DESIGN

And we pack our solution with serious horsepower:

Knowledge Audit: a detailed analysis of your current knowledge management ecosystem with targeted optimization recommendations

Knowledge Content Management: ensuring knowledge systems are up to date by evaluating and removing outdated content and applying meta tags for effortless retrieval

Knowledge Federation: blending management and technology to aggregate, index, and synthesize content from multiple knowledge systems into a single, searchable interface

Knowledge Transformation: providing the database, search, management to ingest/index/source knowledge based on active listening at the point of need