

Online Marketplace Mastery

Grow Your Marketplace and Keep Customers Coming Back for More



Meeting the Moment

Online marketplaces are the backbone of eCommerce—from retail, digital commerce, and cannabis to delivery—and they're how more people shop than ever before.

From actionable insights to trust and safety expertise to a massive global network of experts, we've been supporting marketplaces for over two decades, so we know exactly what it takes to rise to the top and stay there. And it starts with your customers.

Power Up Your Potential

Keeping your customers happy takes a multipronged approach to CX—including ensuring efficient operations, access to convenient and connected channels, protecting against fraud and content abuse, and optimal data security.

With burstable staffing solutions, ample support for buyers and sellers in over 30 languages, and superior trust & safety solutions, we can help you build reliable product data, optimize your search and algorithms, sell smarter, and more to ensure customer loyalty—even in the face of economic uncertainty.

That's the power of Alorica—and with an Alori-sized marketplace, your customers keep coming back for more...and bring their friends too!

TRANSFORM YOUR MARKETPLACE

If industry dominance is your game, you need a partner that solves multiple challenges and consistently delivers outcomes.



Community

Transform your customers into brand evangelists, from trusted online forums to word of mouth



Growth

Expand your market/wallet share with proactive service models that simply work



Continuity

Expect the unexpected with a CX journey built for you—and your customers'—peace of mind

RESULTS YOU CAN MEASURE



1,200% increase in headcount

in three years for a last-mile logistics company



#1 Top Performing site

for an eCommerce giant
(Alorica Guadalajara)



15% lift in NPS score

via an email free response pilot program for a major rideshare company

Moving Marketplaces Forward

Alorica's been supporting online marketplaces and their customers for decades. Our expertise helps keep sales figures high and customers smiling—even when the economy isn't.

PROBLEM-SOLVING PLAYBOOKS



Content Management

Ensure reliable product data and content, optimized advertising, and authentic customer reviews



Alorica On-Demand

A secure, 100% cloud-based, multi-channel, work-from-home solution that's optimized and easily scalable



Alorica Analytics

Deliver multi-dimensional, actionable insights to help improve outcomes, optimize performance, and grow your platform



Trust & Safety

Create an environment where sellers and customers feel safe to interact and transact by safeguarding against account takeovers, fraud, content abuse and more



Revenue Generation

Sell smarter, backed by 20+ years of best practices that convert cost centers into profit centers, and always make the right offer to the right customer at the right time

RELATED PRODUCTS

Customer Segmentation • Lead Generation • Alorica Pay • Social CX Services • Knowledge Management

Why Alorica?

Alorica can help you master your marketplace with comprehensive, scalable, and flexible CX solutions, backed by over two decades of industry-leading expertise.

And our solutions work beautifully—through seasonal and circumstantial fluctuations—with superior content management, revenue generation, trust & safety, and analytics playbooks to keep you moving forward.

Value-added services, including digital marketing optimization, social CX services, Alorica Pay, knowledge management and lead generation keep you on top, locking down customer loyalty at every touchpoint.



Ready to Get Moving?

We've got the talent, technology, and tools ready to go—all we need is you!
Let's talk!