

Alorica Experiences Practice

Shifting CX into high gear



Fast track your success with Alorica, the CX experts

Great CX makes a serious difference to your bottom line, whether you're an established business or a brand new one—and if you've been challenged with more competition, bad customer ratings or contemplating a new corporate strategy, it's the best chance you've got to change course.

With Alorica by your side, there's no challenge you can't overcome.

And with multiple strategic advisory approaches, we can transform your business—fast.

Alorica Experiences Practice adopts a wide range of approaches:

- Customer Experience Consulting and Strategy (CX)
- Digital Experience Consulting (DX)
- Agent Experience Consulting (AX)
- Business Experience Consulting (BX)

...plus a full complement of services to move you forward.

Delivering outcomes

The results you're looking for...and more!



Actionable Insights

Gain deeper insights into your consumer and their journey to optimize your CX



Loyalty & Engagement

Harness data and insights to create long-term relationships and extend brand relevancy



Efficiency and Optimization

Apply predictive modeling and advanced analytics to maximize performance and your ROI

MARKET DYNAMICS

5.1x – Revenue growth of CX leaders over laggards¹

4.5x – Customer willingness to pay a price premium when they have excellent vs. very poor service²

OUR RESULTS



Millions of dollars in savings for a major consumer electronics company



15% lift in NPS® for a fast-growing new economy company



13% reduction in average handle time (AHT) for a global banking company

Taking the plunge

Alorica Experiences Practice goes beyond just consulting. Our team digs deep, workshoping with all functional areas of your business, to find the perfect solution to your customer concerns. Our engagements employ a customized, lean-agile, three-phase process—**Discovery, Design and Deployment**—to transform your company's trajectory.

Data-driven digital solutions from the ultimate CX Experts

With over two decades of experience, spanning every aspect of the customer experience, plus CXCP, CCXP and 6 Sigma certifications, Alorica's consulting know-how is the best in the business.



People, processes and technologies that are best-in-class, driving customer loyalty and agent excellence through digital processes and tools



Analytics, technology and expertise to deliver comprehensive, customizable solutions



Automated CX strategies and solutions to reduce costs and improve outcomes



Effortlessly scalable architecture designed to grow with your business



SOLUTIONS THAT SERVE

Contact Mapping: Drilling down on a single channel within the customer journey

Service Journey Mapping: Analyzing across all channels to understand, qualify and quantify

Customer Journey Mapping: Identifying relevant personas and segments and mapping how they engage with your products and services

Service Blueprints: Actionable solution delivery plans, including the front and backend components necessary to deliver the desired experience

Next Gen Contact Center Optimization: Analyzing your delivery and identifying ways to avoid, deflect and optimize

Automated Discovery: Harnessing the power of AI to quickly identify tasks, activities, and processes best suited for automation

Alorica Automation: Integrating, unifying and transforming processes through process reengineering and automation

Geo Optimization: Optimizing your delivery experience to best align with your business objectives



Getting down to business

Ready to move your business forward? We are too—so let's talk!

1 Forrester

2 McKinsey