

# Alorica Automation

Power up your next-gen digital CX with Alorica



## Meeting customer expectations...automatically

Customers expect brands to engage with them—and when they don't get what they want, they go elsewhere. And that harms your business, your reputation, and your bottom line.

But with automation, you can give customers the service they expect while addressing the underlying causes of weak support—inconsistent agent delivery, expanding operational costs, process inefficiencies—seamlessly.

## Automating happiness, one successful resolution at a time

Intelligent automation isn't just about technology—it's about what technology enables our people to do. With Alorica's digital transformation solution, you CAN please everyone—your agents and your customers.

Our Robotic & Cognition Automation (R&CA) strategies integrate, unify and transform processes, delivering digital CX that makes everyone's lives easier, from your frontline agents to your back-office staff.

## Delivering outcomes



### Efficiency and Optimization

removing friction maximizes your CX investments, performance and ROI



### Continuity

preparing for the unexpected with a CX journey protected by design



### Growth

empowering rapid market expansion, customer growth, and increased profitability

## MARKET DYNAMICS

**67%** of customers prefer self-service over speaking with company representatives<sup>1</sup>

Enterprises achieved **30-40%** improvement in metrics such as accuracy, cycle time, staff productivity and SLA compliance from RPA/AI<sup>2</sup>

## OUR RESULTS



**99%** reduction in errors for near-perfect process handling



**30%+** reduction in call handle times



**147%** first-year projected ROI for a major consumer electronics manufacturer

## Digital CX done right

At Alorica, we're all about digital transformation. With a five-star global reputation built on voice and back-office support, we understand how to keep customers happy while ensuring companies keep ahead of the curve.

We **discover, design** and **deploy** solutions that do more than just automate—they change trajectories, skyrocketing success across all areas of your business.

## Alorica does it better



**Marketplace Experts:** We understand the market and industry like no one else, so we get your challenges on a deep level. And we're ready-at-the-helm with strategic solutions that can be deployed quickly to improve outcomes.



**Digital CX Solutionists:** We process over 2B interactions every single year, so we've learned from ample experience which ones are best for automation.



**Flexible:** We provide a powerful, winning combo of people, processes and technologies and can flex between digital and non-digital solutions to take on any task.



**Best-in-Class:** We save our clients time and money with the most advanced technology and expertise in the industry.



**Full 360 Approach:** We're not just a one-off automation provider. We're devoted to your overall CX, your strategic partners who you can always rely on to deliver the most robust solutions that other technology companies simply can't.



## Ready to Roll?

Let's talk automation—and all of the ways we can solutionize to make your customers happy and your business boom!

1 Zendesk

2 Everest Group



## SOLUTIONS THAT SERVE

We make transformation easy with solutions that simply work.

**Automated Discovery:** A powerful robotic tool that quickly identifies tasks, activities and processes ripe for automation

**Agent Assist:** Empower your agents through real-time, next best actions that anticipate, meet and exceed your customers' expectations

**Virtual Assistants:** AVA, Alorica's Virtual Assistant™, gives your customers an easy way to connect with your brand 24/7—quickly, efficiently and accurately

**RDA/RPA:** Robotic automation processes and workflows that optimize interactions and reduce agent effort