

Meet AVA. She's not your basic bot.

The Alorica™ Virtual Assistant—Ensures Business Continuity and Delivers Speed, Efficiency and Accuracy



BUILDING TOMORROW—ONE CHAT AT A TIME.

61% of consumers see chatbots as the way of the future¹—and it's no surprise why. The ability to engage with any brand, any time, from any device and to resolve any number of issues is undeniably a game changer. But virtual assistants don't just make a customer's life easier; they deliver significant cost savings to companies—providing critical business continuity services.

As a *virtual assistant*, AVA enables you to automate high-frequency, low-to-mid complexity interactions—giving your customers the ability to seamlessly and naturally connect with your company.

So how does it all work? Is AVA really up to the task?
Let's chat.

CHOOSE YOUR OWN AVA ADVENTURE!

You don't have just one kind of customer—so why should you have just one kind of customer support solution? We feature three levels of AVA Virtual Assistant support to tackle every challenge that comes your way:

- **Simple:** with an easy, rules-based FAQ/Query approach, your customers have instant access to the most common questions
- **Advanced:** tailored responses to customer queries provides a more personal touch
- **Complex:** pre-process data for the most human interactions with the combined power of AI and machine learning capabilities

Above all, AVA is flexible. She is built upon a solid Knowledge Management foundation, is constantly learning—and is positioned to propel your business forward.

BY THE NUMBERS



CUSTOMER DEMANDS

85% of interactions will be handled without human agents starting 2021



BUSINESS CONTINUITY

64% of internet users say **24-hour service is the best feature of chatbots**



INCREASED EFFICIENCY

Companies will save **2.5 billion customer service hours using chatbots** by the end of 2023



COST SAVINGS

Chatbots can cut operational costs by **up to 30%**

Source: <https://www.smallbizgenius.net/by-the-numberchatbot-statistics/#gref>



SMOOTH OPERATOR

AVA's cognitive structure can be tailored to serve all kinds of business needs, and integrates smoothly with your existing automation systems.



Efficient

Built on serverless technologies, AVA is efficient at executing tasks—and handing off customer interactions to an agent when needed.



Social

AVA plays well with others; she can integrate with 3rd-party applications and happily works alongside other bots.



Flexible

From FAQs, order tracking and information updates to complex campaigns and service journeys, AVA facilitates a smooth transition between live chat, chatbots and agent-assist modes.



Intelligent

With embedded AI, AVA can navigate complex conversations and process multiple outcomes.



Agile

AVA can adjust her behavior in real-time, reacting quickly and easily to market and operational policy changes.

THE BOTTOM LINE

Ready to chat? Here's what Alorica proudly brings to the conversation:

MARKETPLACE EXPERTS

We know your market, industry and business. We recognize your challenges. And we are at-the-ready with rapidly deployable, strategic solutions that improve outcomes.

DIGITAL CX SOLUTIONISTS

We process 2 billion interactions each year—so we know which ones are best suited for automation.

BALANCE

Alorica leverages a powerful combination of people, process and technology. Chatbots are only as intelligent as the people behind them, and with the support of our team, we flex between digital and non-digital solutions.

DIGITAL FIRST

Digital isn't a supplement—it's the solution. At Alorica, digital drives our approach and moves your business forward, improving the overall CX.

FULL 360 APPROACH

We're not just a one-off bot provider. We're your embedded strategic partner thinking about your overall CX and bringing the most robust offering that tech partners can't.

Our team of experts is here to help you find the right solution for your needs—and as your needs grow, AVA will grow with you...every step of the way.

1. <https://www.comm100.com/blog/how-much-can-chatbots-actually-save-you.html>