

You Otto Know

Otto-mating Automation with Alorica's Automated Discovery Bot!



So, who is Otto and what's an Automated Discovery Bot, anyway?

Otto the Discovery Bot™ is Alorica's robotic tool that sorts through millions of different data points to determine which tasks, activities, and processes are ideal for automation.

With deep dives and actionable insights, Otto helps businesses improve the accuracy, efficiency, and measurement of their CX delivery, with transformative actionable information.

Otto's expert agent behavior analysis, backed by Alorica's stellar Solutions Team, means you can experience the benefits of automation—from your internal processes to your bottom line—in just two weeks!

How does Otto operate?

Otto combs through mountains of data to give you the actionable insights you need to clear out backlogs, bottlenecks, redundant processes, and more—ensuring your business runs smoothly, with greater efficiency & productivity than ever before.

With just a click of a button, Otto gets to work:



Records Activity

Otto runs in the background on team members' machines, **recording their interactions as they complete tasks** and leverage business applications.



Translates Data

Data collected by Otto is compiled in a discovery database and prepared for analysis.



Applies Algorithm & Machine Learning

Our AI engine then crunches the data to **create behavioral understanding of workflows**, all the while, getting smarter and more effective.



Automates at the Click of a Button

The process is **converted to an automated workflow** (unattended, attended, or hybrid).



Enables Process Selection

Our expert business analysts **validate the automation-readiness**.



Prepares for Process Mapping & Recommendations

A digital dashboard displays a visual map of each process (and its variants), which results in **ROI-driven recommendations**.

Why try Otto-mation?

Driving continuous process improvements depends traditionally on manual data analysis. Analytics experts have to sort through mountains of data before you can get the actionable insights you need to make meaningful, measurable changes.

But people aren't perfect, and can miss critical data points like compliance risks, regulatory breaches, or process inefficiencies.

If you're looking to determine performance and quality improvements across your organization—from customer support through operations—automation makes it easy!

With Otto, you can get the insights you need and then some—Otto-matically and accurately!



Why Otto is awesome!



Alorica already knows your systems and workflows. Alorica already knows your systems and workflows: we have experience with your technology (even the firewalls), and we know how to implement automation quickly and seamlessly.



We've got humans to back up our bot. The Alorica Solutions team fact checks what Otto finds, analyzes the results, and advises the client.



We understand agent workflows and how to improve efficiencies like no one else's business (because it literally is OUR business!)



We're your digital CX partner to provide fast and accurate deployment—cloud-based without any system integrations required.



We rely on Otto too, and not just to help our clients! We trust Otto with identifying where we need to automate in our day-to-day business for training, hiring, coaching, network management...and more!