Interaction Analytics
for Real-world Results

Gain deeper insights that enhance performance and drive loyalty

Better CX begins with actionable analytics

Interaction Analytics leverages customer interactions data (voice and text) to improve operational performance, gain customer insights and drive loyalty.

And when it comes to driving improvements across an entire organization, nothing's more effective at delivering:

• Improved customer satisfaction
• Streamlined efficiency
• Reduced operating costs
• Increased revenue
• Reduced customer churn
• Continuously optimized and improved CX

Keeping ahead of the curve

Drilling down with actionable insights is more important than ever. And every day you don't can cost you.

If you haven't explored how Interaction Analytics can help improve your CX and more, you're leaving money and opportunity on the table...every single day.

By the end of just 2022, at least **60%** of large (200+ seat) contact centers will be using information analytics to improve their everyday operations.[1]

And the end of 2023, companies who've made **data and analytics central to their business** and operating models will dominate their industries on most financial metrics.[2]

And with Alorica's expert Interaction Analytics know-how, you can get up to speed—and fast—and still stay ahead of the curve with results that push you ahead of the pack...fast!

MARKET DYNAMICS

86% of buyers are willing to pay more for a great customer experience[3]

58% say their expectations of customer service are higher than a year ago[4]

OUR RESULTS

13.5% improved VOC score in just three months of implementation for a major digital media client

Improved VOC Promoter percentage with simple process changes on handling excessive silence and observing proper hold procedures

Weekly monitoring to drive agent coaching for call handling improvements

[4] *Gartner, Optimize Business Value from Data & Analytics Investments, 2022*

alorica

Harnessing Interaction Analytics with Alorica

With Alorica's deep expertise, mining your data for every possible process improvement, our team of analytics experts easily:

- **Find the right words:** Detecting words and phrases that impact customer satisfaction
- **Check the history:** Analyzing historical data and key metrics to identify recurring issues
- **Review the records:** Examining conversations for trends, contact reasons and identifying gaps to drive better performance
- **Deliver continuous quality improvement:** Funneling feedback into actionable analytics to continually optimize process and product improvement

Why trust Alorica?

With over two decades as a recognized industry leader—with the awards and accolades to show for it—we bring 110% to tackle your biggest CX challenges.

An experienced team: with proven results focused on achieving your business outcomes

Performance and ROI focused: we understand that data without intelligence and/or intelligence without action will not drive performance

Analytics experts: with the expertise and customized tools to target, quantify and impact the areas of greatest opportunity

Industry Benchmarking: we can provide insights and recommendations across your industry pulling from all market insights.

Not just another technology provider: we bring a blend of people, processes and technology to the table, for a more efficient, comprehensive and expedited solution.

THE TOOLS OF THE TRADE

Quality Assurance Automation delivers focused and quality support

Compliance & Fraud Detection provides independent fraud management and compliance audit across all lines of business

Customer Experience Alerts identify opportunities for customer self-service and customer experience optimization

Business Intelligence includes visualized analytics data that can be drilled down per line of business

Assess Staffing Requirement helps identify future topic staffing and training needs

Agent Behavior & Performance Tracking ensures prescriptive efficacy

Let's Talk!

If you're ready to transform your CX, we've got our sleeves rolled up and we're ready to rock. We'll turn your agents into CX superstars—using your own data to guide us!