A **SPLASH** OF AWESOME

Alorica helped scale up during a pivotal time.

WHAT WE FACED

The largest last-mile logistics platform in the U.S., was primed for rapid growth. Propelled by the COVID-19 pandemic—during which requests for takeout delivery surged—our client sought to swiftly expand into new markets. They needed a customer care partner with expertise ramping quality talent in record time—and there was no time to lose.

WHAT WE DID

Our Talent Acquisition teams sprang into action, activating award-winning **ATTRACT, TRAIN and RETAIN** protocols.

ATTRACT *We enticed prospective agents by:*

- Leveraging our Employee Referral Network
- Deploying Facebook Messenger-enabled chatbots for quick communication
- Utilizing geo-targeted online recruiting ads
- Activating boosted ads across online job portals

TRAIN *We ramped new-hires efficiently with effective coaching:*

- Weekly Skill Enhancement Training (SET)
- Additional trainers were brought on to support virtual classes
- Our proprietary *Hypercare* process gathered agent feedback, transforming insights into actions that continuously enhanced the onboarding experience

RETAIN *Thanks to our **Hypercare Process** (Alorica's comprehensive approach to the Agent Experience), we minimized attrition and kept our agents engaged—improving performance across the board:*

- Alorica quarterly employee Net Promoter Score (eNPS) surveys across all sites stayed above our goal of 70%

WHAT WE ACHIEVED

We successfully launched five sites over a two-year span, and grew one line of business into six over the course of our partnership. But most importantly, we helped our client expand its services at a time when customers depended on them more than ever.

So it could be said, as a team, ***we know how to deliver.***

REAL-WORLD RESULTS

400+ FTE
added in just one month

58%
increase in headcount in under one year

100%
rise in hires in 2021, compared to 2020 quarter-over-quarter

1,200%
increase in headcount in less than three years

We grew from **one to three** support languages—and now handle Spanish and Canadian French in addition to English

866.ALORICA | sales@alorica.com | alorica.com

alorica