

AN OMNICHANNEL APPROACH FOR THE OMNIPRESENT CUSTOMER

Today's consumers want it all. Give it to them.



A NEW ERA OF CUSTOMER EXPERIENCE

Consumer expectations have moved beyond simple voice support—they expect to engage with your brand via web, messaging, mobile and social platforms. Companies are challenged to rapidly deploy new technology, talent and operational models while simultaneously **reducing risk and improving efficiency**.

An *insanely great* omnichannel solution **unifies** digital channels into one platform while maintaining complete customer context, **engages** with customers on their channel of choice, and **uncovers** customer expectations to provide a better customer experience.

Enter Alorica Omnichannel, Powered by Talkdesk®.



52% of customers are likely to switch brands if a company doesn't make an effort to personalize communication.¹



83% of customers feel more loyal to brands that respond and resolve their complaints.²



Customer retention rates are **90%** higher for clients using omnichannel strategies vs. single channels.³

A UNIFIED CUSTOMER EXPERIENCE



Talkdesk's native cloud platform complements Alorica's embedded systems to efficiently establish and scale the latest CX solutions through a single interface at a fraction of the cost of building standalone operations



Our cloud-based platform enables agents to seamlessly switch between channels while maintaining complete customer context; supervisors have access to monitoring capabilities such as silent monitor and whisper coaching, and administrators can easily apply routing rules across all channels



Our award-winning operational execution and best-in-class workforce merges seamlessly with Talkdesk's cloud-based platform to provide you with a turnkey solution



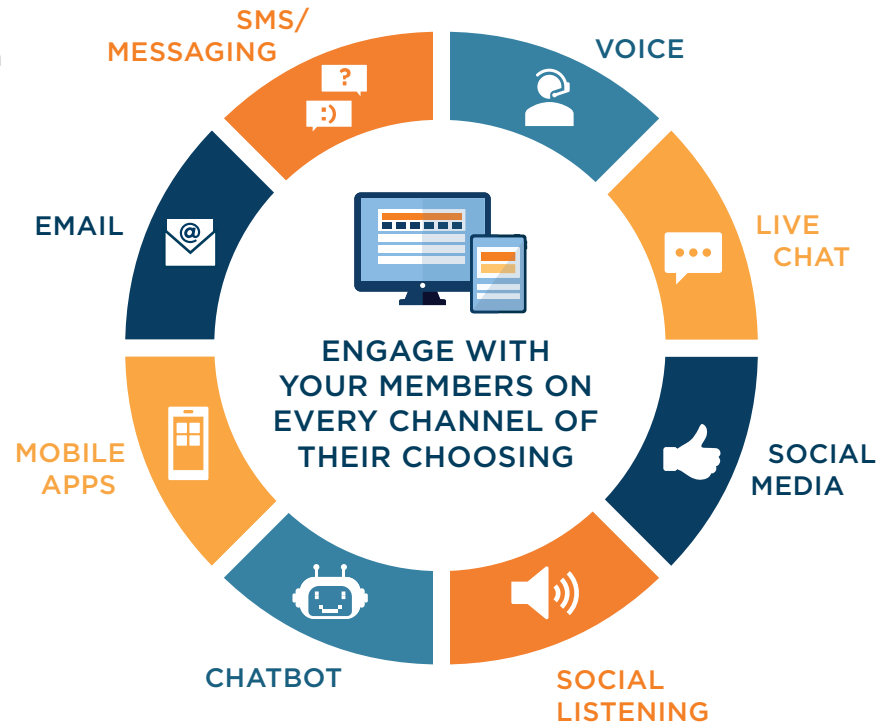
Extend an all-in-one solution to provide support across a wide range of communication channels, such as email, web chat, SMS and popular messaging apps, plus social media listening capabilities, chatbots and customer surveys



Set a new benchmark for omnichannel solutions with a scalable, secure, and reliable platform you can trust

A CONTINUOUS CUSTOMER JOURNEY

- **Unify your digital channels** by leveraging a platform with complete customer context and easy elevations between channels to meet your customers on their channel of choice
- **Remove the complexity** from deploying omnichannel solutions with a faster, more flexible, and more intuitive platform to deliver better CX at a lower cost.
- **Improve delivery and efficiency** with the best technology, most talented people and overall operational excellence.
- **Tailor a personalized experience;** by putting historical customer data and context at the agent's fingertips, queries are resolved faster and brand loyalty is enhanced



WHAT DRIVES US?

With more than two billion interactions each year, we're powered by our people, technology and processes—ensuring business continuity and improving the customer experience with strategic solutions and a digital-first approach.



OUR PEOPLE

We attract, onboard, hire and retain **the best talent in the industry**; people who are comfortable with digital engagement, excel at multitasking and understand how best to serve customers across digital platforms.



OUR PROCESS

With **20+ years of experience** and more than **two billion interactions annually**, we leverage best practices that meet the needs of your customers. We know what it takes to deliver outstanding CX.



OUR TECHNOLOGY

Whether you want a turn-key solution, or you're interested in combining existing protocols with our omnichannel platform—we've got you covered.

¹ [Salesforce](#)

² [Khoros](#)

³ [Omnisend](#)