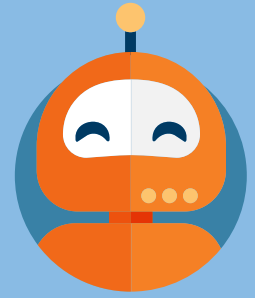


BEEP-BOOP-BEEP: UNDERSTANDING ROBOTIC AUTOMATION



What is robotic automation? How does it work? And what problems can it solve? Glad you asked. Let's take a closer look.

It comes in two delicious flavors—**Robotic Desktop Automation (RDA)**
and **Robotic Process Automation (RPA)**

RDA



Data from multiple screens is consolidated into one singular view, allowing agents to quickly access, collate and analyze various data sets, and easily respond to customer requests in real-time.

HOW IT WORKS

Automates data and merge multiple screens and systems to help reduce handle times and agent inconsistencies.

DID YOU KNOW?

Alorica Systems Integrator (SI) is our proprietary RDA solution.

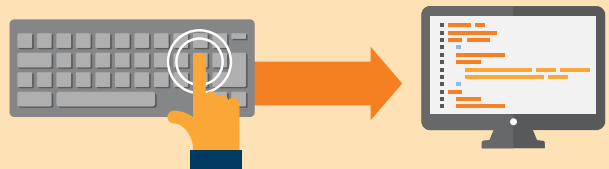
USE RDA IF YOU'RE SEEING...

- Multiple screens from different back-end systems and databases
- Agents using repetitive steps and keystrokes across many screens
- Errors and inconsistent data output quality
- Control and compliance issues
- Lots of 'copy and paste' between applications

SOME AWESOME RESULTS

- Reduced Average Handle Time (AHT) by 10% and error rates improved to near-perfect for a major energy company
- Reduced 22% in transfers to Customer Care Center and saw a 40% drop in AHT for telecom client
- Implemented RDA solutions in 90 days or less

RPA



Our custom-built robots identify manual, repetitive and rules-based processes, and tackle them quickly—and with complete accuracy.

HOW IT WORKS

Automates inefficient processes using robots, freeing up agents to work on more complex tasks.

DID YOU KNOW?

RPA can be implemented within weeks without complex system integrations.

USE RPA IF YOU'RE SEEING...

- A high volume of manual, repetitive steps in your workflows
- Inconsistent and multiple data output, formats, and/or back-end systems and data sets for simple processes
- Control and compliance issues
- When a 'resolution' has a finite discreet 'task' to be done

SOME AWESOME RESULTS

- Automate a process in 4-8 weeks—and realize ROI in as little as 3 months
- 150 robots allowed a major telecom company to free up resources, leading to over \$18M per year in cost-savings
- Saved \$500K/year for a logistics company

IN A NUTSHELL

It's not just about what the technology can do—it's about what the technology *enables our people* to do that makes RDA & RPA so genuinely useful. Thanks to both, our agents solve issues faster. Performance variability decreases. And the customer experience is enhanced.

So—What's the bottom line?

Happier agent. Happier client. And most importantly—happier customer.

alorica