

GO BIG AND GO HOME!

Unprecedented Timeframes. Unreal Circumstances.
Unmatched Results.



WHAT WE FACED

Alorica has provided work-at-home (WAH) solutions for more than 18 years, so when federal and state mandates necessitated a total migration to a work-at-home customer experience outsourcing model for a leading telecommunications provider, we were uniquely positioned to help our client shift 100% of their workforce to a virtual model. Though we had already established programs and practices for their brick and mortar locations, migrating their entire program (consisting of thousands of agents) to a work-at-home setting in such a short timeframe, and against the backdrop of COVID-19, was no small order.

WHAT WE DID

Time was of the essence, and we had none to lose. Fortunately, our experienced work-at-home workforce helped the brick-and-mortar team get up and running quickly and efficiently. Existing best practices were deployed to the newly-transitioned agents, and as they adjusted to their new at-home environment, we closed the performance gap and established effective routines for both agents and leadership. These routines were grounded in a continued commitment to rigorous security and compliance standards, two-way virtual agent communication, collaboration and top-notch leadership support—and were a *vital* component of previous and ongoing success.

WHAT WE ACHIEVED

Several months into the new normal, the client's work-at-home teams consistently outperform their legacy B&M counterparts in key metrics. Today, as regulations slowly allow employees to return on-site, a hub-and-spoke model is being used; agents are acquiring skills in a B&M environment, before 'graduating' to WAH when and if circumstances dictate. In fact, our success with the program has earned us a best-in-class reputation—against which now benchmark agent performance. It's an unpredictable world out there—and preparedness and confidence in a solution goes a long way.

REAL-WORLD RESULTS



15% LOWER ATTRITION

for WAH agents compared to B&M agents in the same program

OUR WORK-AT-HOME AGENTS SCORED...



7.5%

higher customer satisfaction ratings



34

points lower in AHT



3%

higher in Contact Resolution