

WE SHOULD HAVE ORDERED A BIGGER CAKE.



Celebrating 20 Years in Business, Alorica is Named 2019 BPO of the Year!



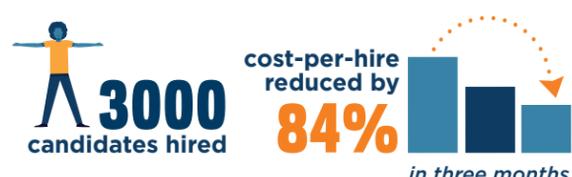
Being the **BPO of the Year** is an incredible honor, and the result of our commitment to be a *purpose-driven company*—one that understands, respects and embodies the brands it serves.

Every day, we make good on our mission to deliver *insanely great* customer experiences, and prove that our partners made the right decision to team up with us.

But what did it take to bring home this awesome win?

BETTER TALENT. FASTER PROCESS.

What candidate shortage? With our new **recruiting chatbot**, we add qualified talent to the team faster by handling inquiries simultaneously, providing real-time responses and conducting candidate screenings 24/7/365 worldwide.



14-16% Online channel conversion rate

versus 4-6% with traditional channels



TRAINING, REIMAGINED.

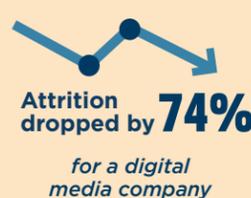
Utilizing *microlearning* and *gamification*, our training protocols get team members prepared faster and more confidently—and reinforce both the client brand and our own internal culture.

Thanks to *Microlearning*...



Compliance rose **62%** for a retail pharmacy client

Thanks to *Gamification*...



15% gain in CSAT for a retail company



SCALING FOR SUCCESS.

Nimble and agile in nature, we support changing client demands with a can-do attitude and an effective approach to rebadging.

For a major consumer electronics manufacturer

5-point increase in CX performance

140-second reduction in AHT

Less than 2% attrition rate per month

50%+ improvement in repeat customer interactions

For a utility provider

Staff grew from **85 to 290**

Agents achieved speed-to-proficiency **35% faster** than projected

For an automotive manufacturer

7% increase in employee satisfaction

23% improvement in average days-to-close for customer care support

The highest CSAT score

But don't just take our word for it!

Hear from some clients on what makes our partnerships *insanely great*.



Alorica's team delivers on their promise of service excellence. They meet and exceed goals, provide innovative solutions...and their efforts result in lower costs, increased efficiency and a boost to the satisfaction levels of our valued guests.



Alorica agents provide prompt, courteous and professional customer service. Management is responsive, flexible, determined to meet requirements—and we look forward to growing and adding new lines of business with Alorica.



When we decided to offshore our customer experience agents, the Alorica team effectively worked through obstacles, and beat an already aggressive timeline.

CUSTOMER DELIGHTED, CLIENT EXCITED.

Today's consumer wants to interact with your brand on their terms. And with a host of comprehensive solutions—everything from



Alorica can help you deliver effortless customer experiences while optimizing your operation.

We're thrilled to be BPO of the Year— but we're more focused on the road ahead.

Reach out, and let's talk about how we can improve the customer experience, enhance brand loyalty and work together to *make lives better...one interaction at a time.*