

CX in Perfect Harmony

Create Lasting Connections
with Accent Harmonization Technology



Today's customers expect seamless, fluid, effortless interactions. And anything less is unacceptable.

Poor call quality, background noise, and unclear speech increases customer churn¹, longer wait times, and increased inefficiency².

Customers want to be heard and helped and feel like they can trust the companies they do business with. They want to connect with live agents—not bots or synthetic avatars that are incapable of replicating the cadence, natural ebbs and flows of human speech. And when they don't feel understood, frustration grows exponentially.

Alorica's Accent Harmonization technology transforms voice support with a solution that empowers agents to deliver the kind of CX your customers crave—at every interaction. Unlike other solutions that rely on speech-to-text and text-to-speech conversions with delays and synthetic voices, Alorica delivers authentic human-to-human communication in real time.

The technology transforms speech between accents instantly—faster than the blink of an eye—for results that have to be seen to be believed:



46% improvement in
overall customer satisfaction



28% improvement
in call transfer rates



18% reduction in AHT

Great CX and Significant Cost Savings with Alorica

As industry leaders, Alorica's been listening to what customers have to say for over a quarter century. We tailor our services guided by their needs, blending leading-edge technology with top-tier global talent.

Our global scale, flexible delivery models, customized solutions, and ongoing optimization maximize ROI for our clients; with Accent Harmonization technology, you can realize cost-performance benefits, operational efficiency gains, and achieve up to 50% on your operational costs by shifting your operations to a lower cost region with the same quality as higher cost regions using a simple solution that works for every agent.

Alorica's Accent Harmonization technology instantly improves CX by reducing background noise, eliminating poor audio quality and at the same time mitigating accent friction in real time, improving first-call resolution and reducing AHT—elevating agents, customers, and companies alike with the power of AI and the human touch.

The technology makes it easy for offshore agents to communicate clearly and effectively, reducing the need for repetition while empowering enhanced conversations and improved sales transfers.

Real World Results



70% reduction
in transfer rates for a leading, last-mile food delivery service company



50% increase
in conversions and a **42% improvement**
in sales transfers for a global hotelier



21% NPS improvement
for a Fortune 500 global tech company



12% reduction
in disconnections for a top medical insurance provider



8% CSAT improvement
for a leading, government-sponsored healthcare provider

• Noise cancellation

Harnesses the power of AI to detect and eliminate background noise, automatically adapting to different volume levels, filtering noise in real-time without latency.

- o The desktop/virtual solution works across any production environment (work-at-home, onsite, hybrid), requiring minimal set up and training

• Accent harmonization

Enhances two-way conversation and comprehension between customers and agents regardless of geographical location, adjusting and localizing speech patterns in real time. Agents communicate clearly in their own distinctive voices, allowing their diversity, personalities, and cultural identities to shine, not watered down into robotic neutrality.

- o The customizable solution works with multiple languages and dialects in female and male voice outputs, works with any CCaaS system and headset type, and meets all HIPAA, SOC 2, GDPR, ISO 27001, PCI DSS, CCPA, and SOC 3 regulatory requirements

The seamless solution eliminates the need for accent training, simplifying agent onboarding, improving agent confidence and retention. It further reduces overall operational costs by at least 15% without the need to change delivery locations.

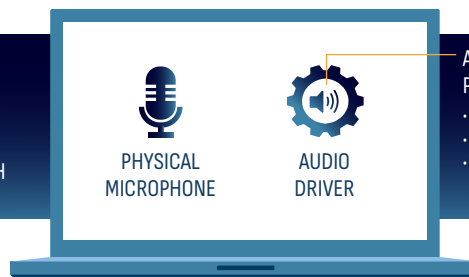
How it Works



AGENT



AGENT SPEECH



AUDIO & PROCESSING

- Local .exe install
- Used without internet
- Data passes through without being stored



CONVERTED SPEECH



CALLER

Why Trust Alorica?

Alorica is the partner of choice for any client looking for decades of experience and expertise in world class CX design, global footprint, leading technology, and best-of-the-best talent to design and deliver next-gen customer experiences as well as business outcomes that matter.



Managed Services Model

Our end-to-end solutions manage and maintain digital solutions, empowering our clients with our expertise while removing project risks with digital implementation.



Investing in the Future

We've made key investments in technology, our geographic footprint, and tech partnerships as well as talent including our advanced lab capabilities, digital solutionists, and tech experts.



Industry Change Leaders

Alorica was born as an industry disruptor and today we're leading the charge, defining the vision, and investing in developing pioneering technology to power the future of CX. For our clients, this means early access to technology before it's even available in the market.



Client Goal Driven

Our full-service client-centric approach is designed to maximize your business outcomes. Our team of consultants, technologists, engineers, and agents infuse innovation into everything we do—with a digital-first consultative approach, an innovation lab to experiment, best-in-class technology and managed care experts—all while consistently delivering peak performance.



Best-in-Class Operators

For 25+ years, we've been known for exceptional performance with our digitally-infused operating model—made up of the most experienced people, powerful technology, and proven processes to deliver unforgettable service for your customers.

Ready for Next-level CX?

Clear, concise, and customer-pleasing interactions have never been easier. Connect with us to request a live demo today!

Get In Touch

¹ Science Direct | ² ResearchGate