Speed to Proficiency

Reimagining Operational Delivery
to Maximize Performance

The Need for Speed

Getting your team up to speed takes time—from lengthy training times, made worse by high attrition rates to fluctuations in hiring cycles.

And that puts your company and your customers in a bind, especially if your objective is to improve speed, performance and accuracy...because today's customers expect more than the same old support.

- 20%+ increase in "difficult" calls reported, up from an average of 10%[1]
- 85% of interactions with a business will exist without person-to-person communication[2]
- 58% average agent turnover rate due largely to attrition[3]

Proficiency Made Possible

With Alorica, getting your agents up to speed is easy and quick! We systematically identify and implement target areas for improvement in attracting, onboarding, training, and enabling agents in the first 90 days...when it matters most.

Outcomes Delivered

No matter what's going on in the world, you can always rely on Alorica to deliver the goods with proven, customizable solutions.

Efficiency & Optimization
Maximizing ROI and improving agent performance in the first 90 days and beyond
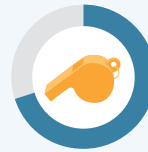
Continuity
Preparing for unexpected demand and keeping up with product enhancements with fast, bite sized training

Loyalty & Engagement
Building customer loyalists, beginning with experiences consistently optimized for success

RESULTS YOU CAN MEASURE

70% reduction
in training time for a fast-growing New Economy company

98.3% retention rate
on a new program for leading home warranty company

25% reduction
in Average Handle Time (AHT) in just 6 weeks

1 Harvard Business Review
2 Comm100
3 Five9 & ICMI

alorica

Strategic Toolkits, Products and Tactics

We blend big data with feedback to systematically understand opportunities, focusing our resources in the right areas for serious ROI.

Instructional Design: Targeted curriculums based on top call drivers with a blended approach to onboard and upskill agents quickly and efficiently

Knowledge Management: An integrated library of varied content to support agents, customers, chatbots, peer-to-peer support communities and partners

Agent Assist: Delivering exceptional customer experiences with our in-app conversational guide that proactively delivers real-time contextualized next-best actions

Alorica Does it Better

Alorica has extensive experience in financially-focused regulatory environments, built on a foundation of compliance and security.

Driven By Data: Using consistent tools, measurement and processes, we deliver in a way that's scalable, measurable and actionable.

End-to-End Solution: Our Speed to Proficiency Playbook is an end-to-end solution with a hyper-focus on the first 90 days, recognized as the most critical timeframe for success.

Flexible: We provide a powerful combination of people, process, and technology and can flex between digital and non-digital solutions to tackle any task.

Employee-Focused: Our team is at the forefront of our decisions; the foundation of our employee experience is grounded in enabling and empowering our agents, ensuring our clients sustainable success.

Technology-Forward: We're utilizing technologies to increase efficiency and visibility for our agents, saving our clients time and money with the most advanced technology and expertise in the industry.

SOLUTIONS THAT SERVE

Alorica Connect: employee engagement and gamification app

Electronic Coaching for Results (eCFR): structured weekly coaching program that improves performance and drives agent-level accountability

Hypercare: our proprietary employee feedback and actioning process—allowing us to isolate areas of opportunity and deliver improvements at the agent, program, and company level

Intelligent screening and talent matching: identifies and recruits best fit candidates

Real-Time Learning: digestible and entertaining single-topic videos focused on a specific topic to optimize learning and retention

Predictive Employee Retention Model (PERM): proprietary machine learning to proactively intervene before agents leave

Prescriptive coaching: identifies agent performance challenges and proactively drives real-time coaching using analytics, isolating an agent's most impactful behavioral coaching opportunities

Quality automation: actionable intelligence ensuring agent quality, accuracy and KPI delivery