Making every agent excellent with
Alorica Agent Assist

With Alorica, you can help your agents rise to every challenge, transforming customer concerns into successful outcomes from the first point of contact

Insanely great customer experiences—every single time

Alorica Agent Assist does more than just set your agents up for success. It creates a better and more consistent customer experience using the power of artificial intelligence, giving your agents the answers they need—exactly when they need them.

By having a conversational guide by their side, agents can anticipate what customers need through real-time, next-best actions, delivering 'Right-First-Time' support for every scenario...even the most complex ones.

Frictionless support at your agents' fingertips

When customers' needs get complex, agents struggle to keep up, searching for answers while customers stay on hold.

By proactively recommending the next best actions in real time, Alorica's Agent Assist ensures your customers get the support they want instantly—no more searches on your customer's time—increasing first-contact resolutions, reducing manager interventions, and dramatically improving customer satisfaction scores.

All from the same interface!

One size does not fit all

There's no such thing as just one kind of business—that's why Alorica doesn't offer just one solution. With Agent Assist, you can choose how much help you need for your business.

SIMPLE	ADVANCED	COMPLEX
The first tier of Agent Assist provides simple answers to questions, guidance on internal processes, ideal for businesses without frequently changing policies.	The intermediate Agent Assist provides single, personalized responses, ideal for businesses with changing polices.	The most human-like, conversational Agent Assist, offering businesses with multiple products and services, high-volume customer support and changing policies an easy way to balance customer support with continuous learning and improvement.

Creating the best customer and operational outcomes

When you give your agents the support they need, when they need it, it's easy to transform your business into a customer service powerhouse, isolating areas for improvement with analytics based on your existing processes.

With an underlying knowledge base, your agents can access the most complete, timely data instantly, right at the point of contact.

Why trust Alorica with your business

2B Interactions
Our experience means we know which interactions drive KPI performance with Alorica's Agent Assist. And we stand up pilots to prove the initial value and optimize our platforms to deliver the best results.

Agent Participation
Our agents help us continually fine-tune our offerings, acting as knowledge engineers by continuously scoring results and suggesting updates based on user feedback.

Program Optimization
We maximize value and effectiveness, working with training, quality and workforce management to optimize the entire operational model.

Continous Improvement
Alorica Agent Assist can incorporate speech and text analytics to train, optimize delivery and identify use cases—quickly and seamlesly.

And we use Agent Assist too—we have the same needs as your business—ensuring our own agent onboarding and our business is the best it can be.

Ready to take your CX to the next level?
Let's chat!

alorica

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