

# Optimizing Travel CX: Answers to Your Top Questions

## 1. How quickly can we scale customer support?

Our flexible agent ramp-up model and data insights for real-time staffing adjustments ensure you're always staffed to meet demand during seasonal fluctuations and unexpected disruptions.

**We recently supported one travel client in onboarding 400+ dedicated agents in just one month!**



## 2. How can we enhance customer engagement across channels?

We provide comprehensive omnichannel support that integrates SMS, email, live chat, voice, social media and more, ensuring seamless customer interactions regardless of platform.



## 3. How can we increase loyalty and retain customers long-term?

We help brands like yours optimize their loyalty programs using predictive analytics to drive higher engagement, retention, and profits.

**We recently helped one client generate \$10million+ in profit from a revised loyalty program.**



## 4. What kind of results can we expect from partnering with Alorica?

Our solutions are delivering significant ROI for our travel clients:

**€1M annual savings**  
for one airline from reducing voice demand by 15-20%

**89% lower cost to serve** through advanced technology

**800% ROI**  
from optimized customer interactions and engagement strategies

