

A MASTERCLASS IN CUSTOMER CARE

Alorica and an Online Education Client Build On a 20-Year Partnership



WHERE WE STARTED

More than two decades ago, a client specializing in educational programs came to Alorica seeking a way to transition their financial aid line of business from a manual/paper process to a modernized, online system. Even in these early days, Alorica was highly regarded for its problem-solving capabilities and approach to customer care—and as our experience and proficiency grew, the work we took on for this client did as well.

HOW FAR WE'VE COME

Today, we provide the client with comprehensive and varied solutions, including a concierge-style service that helps students and parents register for exams and navigate the college search process. In addition to delivering top-notch customer care and back-office resources, we also supply technical support for users on the client's website and mobile app.

WHAT WE'VE ACHIEVED

Through this ongoing collaboration, our portfolio has grown to support *all* lines of business for the client—eight in total. What began as a voice-only solution has evolved into a robust, multichannel platform that encompasses email and chat.

We're 20 years into this relationship—and we can't wait to see where we go from here!

20%

**INCREASE IN CSAT,
YEAR-OVER-YEAR**



REAL-WORLD RESULTS



39-second decrease in average handle time (versus 2019)



33% improvement in average time to complete a call



10% increase in service KPI during 2020, despite additional call volume

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