

Knowledge IQ™

Powering the best CX with Knowledge as a Service excellence

To meet today's customer expectations—highly personalized support, fast response times, consistent service across multiple touchpoints—it takes a blend of cutting-edge technology and a human touch. And that means investing in key technologies to streamline CX, including agent assist solutions, GenAI integration, advanced analytics, and knowledge management platforms.

Knowledge bases—content repositories, including articles, FAQs, and more, that can be used by agents while on calls or by customers independently¹—can help provide more contextualized responses, but searching for answers often requires hunting for the right articles on the customer's time², exacerbating dead air and compromising CX.

Everest Group recently reported that over 52% of enterprises have made at least initial investments in knowledge management platforms, with over 30% looking to tech providers, IT/BPO firms to implement GenAI strategies to drive CX transformation. The same study revealed that over 50% of enterprises want to partner with partners with deep industry expertise, flexible technology options, model fine-tuning support and ongoing maintenance³.

And for over 25 years, for many of the world's biggest brands, that partner is Alorica.

Transforming CX with Knowledge IQ™

Alorica empowers businesses with secure, AI-driven solutions that unify customer data, empower agents, enhance operational efficiency and eliminate silos, delivering brand consistency and desired outcomes across every channel and customer touchpoint.

Knowledge IQ, Alorica's proprietary Knowledge as a Service (KaaS) platform, takes the pains out of the process for agents and customers alike.

Our fully-managed platform creates, hosts, serves, and optimizes knowledge consumption, powered by cutting-edge GenAI and LLM technologies.

Because Knowledge IQ isn't just another tool—it's a game changer for optimizing knowledge utilization and enhancing CX, empowering faster customer query resolution, improving AHT and CSAT at every interaction.

With seamless integration, leveraging advanced AI and analytics expertise, Knowledge IQ instantly reduces knowledge silos, enhances agent performance, and delivers consistently great CX across any channel.



- **Intelligent understanding:** Enhances Natural Language Understanding (NLU) to provide context-sensitive results, embedding tribal knowledge for best-in-class responses
- **Personalized answers:** Provides auto-generated, customized responses tailored to specific channels for seamless customer interactions
- **Effortless FAQ generation:** Creates FAQs quickly, streamlining customer support and information accessibility
- **Content summarization:** Delivers insights with summaries, improving efficiency and saving agent effort
- **Content federation:** Ensures cohesive knowledge management by seamlessly connecting multiple knowledge sources

But that's not all Knowledge IQ can do:

- Integrates seamlessly with existing CRM databases for effortless advanced AI adoption
- Delivers comprehensive analytics to identify gaps and behavioral insights
- Sets agents up for success with Agent Assist

Agent Assist + Knowledge Management

When combined with Agent Assist, Knowledge IQ goes the extra mile and more.

Agent Assist—Alorica's AI-powered knowledge platform that gives agents access to conversational guides—works seamlessly with Knowledge IQ to give agents, clients, and their customers real-time insights and suggested actions for faster, more accurate customer interactions.

The combination of Agent Assist and Knowledge IQ:



Improves speed-to-proficiency for agents in the first 90 days



Expedites access to information and recommending the most relevant knowledge articles



Automates call notes and disposition entries with detailed transcriptions of every interaction, improving quality, accuracy, CSAT, and NPS



Increases agent confidence and eNPS



Empowers omnichannel options, for greater operational efficiency and customer satisfaction

The Alorica Advantage

- **Easy adoption, your way:** We meet you where you are with options designed for your existing knowledge management with flexible KaaS options, from end-to-end services to a la carte.
- **Market expertise:** With over 25 years of industry leadership, we know how to implement a knowledge management solution that's right for you, your customers, and your goals.
- **Digital CX solutionists:** Harnessing a proven, powerful blend of people, process, and technology, we provide a true end-to-end knowledge management platform to drive customer satisfaction and empower agents at every interaction.



Delivering Remarkable Results



50% Decrease

with improved speed-to-proficiency in training costs



30% Reduction in AHT



25% Improvement

in First Call Resolution (FCR)



20% Improvement in CSAT



2-3x ROI after implementation

Ready for More?

Want to unleash the power of Knowledge IQ?

Connect with us to move your CX forward with unmatched KaaS capabilities.

¹ 2022 Gartner Customer Service and Support Survey | ² Forbes | ³ Knowmax