



Case Study

# Elevating Operational Excellence: The Alorica and KYP.ai Success Story

kyp.ai

# 01 The challenge

One of the biggest challenges Alorica faced was optimizing performance across their vast network of customer service representatives, particularly in a hybrid work environment.

„Traditional sampling methods weren't giving us the full picture of our operations. We needed a way to understand how work was actually being done across our entire agent population“, explains Prashant Kandukuri, Vice President & Go To Market Leader — Digital Solutions at Alorica IQ.

With 100,000 employees globally, Alorica saw an opportunity to revolutionize their customer experience delivery. **However, they faced several key challenges:**

- Performance gaps between experienced and new agents created inconsistent customer experiences
- Limited visibility into remote workforce operations hindered improvement efforts
- High escalation rates in contact centers increased costs and resource allocation issues



# 02 The solution

To address these challenges, Alorica partnered with KYP.ai to implement a comprehensive productivity intelligence solution.

## **The platform provided:**

- Real-time visibility into agent activities and workflows
- Automated task mining to identify improvement opportunities
- Advanced GenAI capabilities for process automation
- Continuous monitoring of operational metrics

## **By leveraging KYP.ai's capabilities, Alorica could now:**

- Monitor and analyze agent performance across all locations
- Identify best practices from top performers
- Streamline workflows and reduce unnecessary escalations
- Accelerate new agent onboarding

## **By the numbers**

**\$2.5M** Annual savings achieved

**26%** Automation potential identified

**18%** Increase in productivity

**12%** Reduction in onboarding time



KYP.ai has transformed how we approach operational excellence at Alorica. Their platform's robust privacy controls and rapid time-to-value make it an invaluable partner in our digital transformation journey

Prashant Kandukuri

## 03 The results

**KYP.ai's impact on Alorica's operations was transformative. The platform enabled:**

- Comprehensive data capture across the entire agent population
- Identification and elimination of 25% non-value-added activities
- 30% productivity improvement for an insurance client
- Enhanced remote workforce management
- Accelerated digital transformation initiatives

# 04

## Alorica's Favorite Features



### Real-Time Performance Monitoring

Track agent activities and productivity

Identify improvement opportunities instantly



### Automated Process Discovery

Uncover workflow inefficiencies

Map end-to-end customer journeys



### Automated data insights

Automate routine tasks

Enhance decision-making processes

# 05

## Main takeaways

Alorica's success story demonstrates the power of data-driven operational excellence.

**By partnering with KYP.ai, they achieved:**

- Significant cost savings through process optimization
- Enhanced customer experience through consistent service delivery
- Improved agent productivity and satisfaction
- Accelerated digital transformation across the organization

The implementation of KYP.ai's platform has positioned Alorica for continued growth and innovation in customer experience delivery.

## 06 About Alorica

Founded in 1999, Alorica is a global leader in customer experience solutions. With 100,000 employees across the globe, they manage more than 600 million customer interactions annually. Their mission is to create insanely great customer experiences, making lives better one interaction at a time.

## 07 About KYP.AI

KYP.ai helps organizations capture data that improves how work gets done, making companies more productive.

- Automated workflow improvements
- Data-driven decision making

**Through advanced analytics and AI-powered insights, KYP.ai enables:**

- Real-time operational visibility
- Process optimization opportunities

**Curious to see the platform in action?**

**Book a demo**

