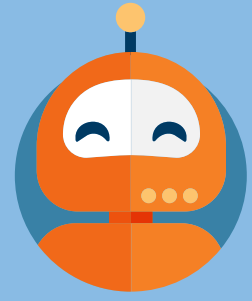


# BEEP-BOOP-BEEP: UNDERSTANDING ROBOTIC AUTOMATION



What *is* robotic automation? How does it work? And what problems can it solve? Glad you asked. Let's take a closer look.

It comes in two delicious flavors—**Robotic Desktop Automation (RDA)** and **Robotic Process Automation (RPA)**.

## RDA



Data from multiple screens is consolidated into one singular view, allowing agents to quickly access, collate and analyze various data sets, and easily respond to customer requests in real-time.

### HOW IT WORKS

Automates data and merge multiple screens and systems to help reduce handle times and agent inconsistencies.

### DID YOU KNOW?

Alorica Systems Integrator (SI) is our proprietary RDA solution.

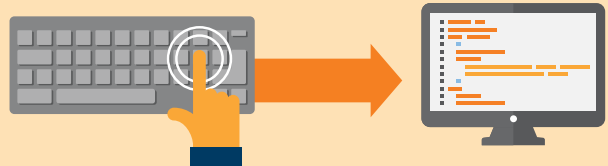
### USE RDA IF YOU'RE SEEING...

- Multiple screens from different back-end systems and databases
- Agents using repetitive steps and keystrokes across many screens
- Errors and inconsistent data output quality
- Control and compliance issues
- Lots of 'copy and paste' between applications

## SOME AWESOME RESULTS

- Reduced Average Handle Time (AHT) by 10% and error rates improved to near-perfect for a major energy company
- Reduced 22% in transfers to Customer Care Center and saw a 40% drop in AHT for telecom client
- Implemented RDA solutions in 90 days or less

## RPA



Our custom-built robots identify manual, repetitive and rules-based processes, and tackle them quickly—and with complete accuracy.

### HOW IT WORKS

Automates inefficient processes using robots, freeing up agents to work on more complex tasks.

### DID YOU KNOW?

RPA can be implemented within weeks without complex system integrations.

### USE RPA IF YOU'RE SEEING...

- A high volume of manual, repetitive steps in your workflows
- Inconsistent and multiple data output, formats, and/or back-end systems and data sets for simple processes
- Control and compliance issues
- When a 'resolution' has a finite discreet 'task' to be done

## SOME AWESOME RESULTS

- Automate a process in 4-8 weeks—and realize ROI in as little as 3 months
- 150 robots allowed a major telecom company to free up resources, leading to over \$18M per year in cost-savings
- Saved \$500K/year for a logistics company

## IN A NUTSHELL

It's not just about what the technology can do—it's about what the technology *enables our people* to do that makes RDA & RPA so genuinely useful. Thanks to both, our agents solve issues faster. Performance variability decreases. And the customer experience is enhanced.

So—What's the bottom line?

**Happier agent. Happier client. And most importantly—happier customer.**

**alorica**