

Achieving Significant Cost Savings and Streamlined Customer Support



The client, a leading U.S. medical and wellness product provider, was seeking cost-cutting measures without sacrificing customer experience. Alorica helped them achieve their goals through application rationalization, extended CCaaS functionality and integration, and custom development.

By leveraging our knowledge of market leading applications, solution design and architecture skills and Managed Services expertise, we provided a cost-effective, streamlined CCaaS solution that significantly reduced licensing costs and improved operational efficiency for the client.

The Challenge



High operational costs

Maintaining multiple disjointed systems led to excessive licensing expenses and strained budgets



Disconnected systems

The client used Genesys for voice and Zendesk for ticketing, but lacked workflow automation and agent routing



Inefficient operations

Absence of automation increased average handle time (AHT), leading to lower agent productivity

The Solution



End-to-end customized integration

We extended Genesys capabilities to include email ticketing, intelligent agent routing, and workflow automation



Cost Optimization

Consolidated platform into a single Genesys omnichannel solution



Custom development powered by global command center (Managed Services)

We delivered tailored functionalities beyond Genesys' native features to meet client-specific needs, optimized routing logic, maintained platform efficiency, and drove continuous improvement

The Results



97% reduction in licensing costs by optimizing platform usage



Consolidated customer support operations into an **omnichannel solution under Genesys**, eliminating inefficiencies from disconnected platforms



50% faster response time with automated workflows and agent routing



35% of customer inquiries resolved through chatbot