

Transforming Multilingual CX with Alorica ReVoLT®

Solving multiple client challenges with a single, AI-powered solution



The Challenge

A leading hospitality client was facing multiple challenges with talent acquisition: sourcing, recruiting, and retaining native French and Dutch speakers for live voice support. The lack of specific language support resulted in prolonged recruitment cycles and high attrition, compromising consistent service delivery and limiting their ability to scale.

With limited talent pools and high operational costs, the client struggled to scale existing multilingual support teams to meet seasonal surges and unexpected demands, resulting in service gaps and increased operational expenses.

Getting agents up to speed for multilingual support was also challenging, with training programs designed mostly in English and lacking content to address the unique customer nuances and expectations in French and Dutch markets, adding to inconsistency in customer support while hindering rapport-building efforts.

These operational inefficiencies and language barriers caused significant profit loss for the client. Conversion rates dropped 33% below the desired threshold, with average revenue per call \$133 lower than expected at their existing nearshore location.

The Solution

Alorica ReVoLT® voice language translation technology offered the client a wealth of solutions in one effortless desktop application. It effortlessly allows live conversations to be translated without losing voice inflection or emotion.

The AI-powered tool achieves 97% accuracy out of one million minutes of translation. By eliminating friction from language barriers, service is more effective, faster, and improves ROI.

We deployed Alorica ReVoLT® to enable real-time, accurate translations for French and Dutch customer interactions. With reduced reliance on high-cost native speakers, multilingual support costs lowered, achieving a cost-efficient staffing model while maintaining high-quality customer interactions.

To customize the tool for the client's needs, we fine-tuned Alorica ReVoLT®, ensuring accurate translations for brand terms, product names, digits, and sensitive details. Training was optimized to include 4 hours/week of culture-specific training for French and Dutch markets, ensuring agents understood local customer expectations and cultural nuances, alongside product-specific training (payment options, transfer processes).

As part of ongoing optimization, Alorica ReVoLT® was adjusted to align with client-specific requirements. Key enhancements included Digit and Email translation buttons (accurate handling of numbers/payments) and an Agent-Customer Rapport Builder to optimize AI tone for natural, trust-building conversations.



Alorica ReVoLT® transformed multilingual CX for the client, driving **117%** conversion growth and **34%** revenue improvement while achieving **97%** translation accuracy.

The Results



Operational Efficiency

	Pre-implementation	Post-implementation
Conversion Rate	9.39%	20.40% (+117%)
Revenue/Call	\$73.62	\$98.50 (+34%)



Conversion rate improvement
117% increase in conversion rate



Revenue growth
34% growth in Revenue per Call (from \$73.62 to \$98.50)

Customer Experience



Translation accuracy
Achieved 97% QA accuracy for translations



Quality support
Improved natural language flow, enabling more authentic conversations and strengthening customer rapport

Agent Performance



High tool adoption
Agents found Alorica ReVoLT® easy to use, with minimal learning curve



Increased agent confidence
Users reported greater confidence in handling multilingual calls, leading to more consistent KPI performance

Why Alorica ReVoLT®?



Real-time translation
Seamlessly handles French, Dutch, and other languages



Customizable
Tailored to industry-specific jargon and customer needs



Proven ROI
Delivers measurable improvements in conversion rates, revenue, and customer satisfaction

