



ALVARIA®
Reach Out Right

Alvaria: The Right Solutions

Comprehensive Contact Center Capabilities that Streamline Processes, Optimize Resources, and Deliver Measurable ROI

Introduction

Today's contact centers face significant pressures, from escalating customer expectations and regulatory complexities to rising operational costs. Alvaria addresses these challenges head-on by delivering comprehensive solutions that streamline contact center operations, optimize resources, and produce measurable returns on investment (ROI). Through innovative technology and advanced integrations, Alvaria enables organizations to achieve new levels of efficiency, compliance, and customer satisfaction.

Executive Summary

Modern contact centers are under immense pressure. From rapidly rising customer expectations to mounting regulatory burdens and escalating operational costs, organizations are being challenged to deliver exceptional service while maintaining efficiency and compliance. Traditional systems, fragmented workflows, and manual processes are no longer sufficient.

Alvaria delivers a transformative solution. By unifying omnichannel communications, embedding real-time compliance automation, and leveraging advanced predictive outreach, the Alvaria Intelligence Platform helps enterprises streamline operations, reduce risk, and maximize ROI.

This white paper explores the three pillars of Alvaria's comprehensive offering:

AI-Informed Omnichannel Interactions – Seamlessly integrate customer conversations across voice, chat, email, and social channels, improving satisfaction and retention.

Compliance Automation – Automate complex regulatory requirements and mitigate the risk of costly penalties, protecting both revenue and reputation.

Advanced Dialing & Predictive Outreach – Increase agent productivity and customer connect rates with intelligent dialing strategies and optimized resource allocation.

Backed by industry research and real-world results, Alvaria clients achieve measurable success—reducing costs by up to 25%, increasing Right Party Contact (RPC) rates by 18%, and boosting revenue through improved customer lifetime value.

Whether your contact center serves financial services, healthcare, telecom, or insurance, Alvaria enables you to turn a cost center into a competitive advantage. With Alvaria, organizations don't just keep up—they lead.



86%

higher expectations

Rising Customer Expectations

86% of contact center leaders say customer expectations are higher than ever before, with 71% struggling to keep up.

Source: Salesforce State of Service Report, 2022

The Operational Challenge: High Costs and Complexities

Contact centers today face soaring operational expenses driven primarily by labor, technology infrastructure, and compliance demands. According to a report by McKinsey & Company, labor and staffing expenses alone constitute up to 60-70% of total contact center operating costs. Further compounding these expenses is regulatory compliance, which, when inadequately managed, can result in substantial penalties—averaging up to \$50,120 per non-compliant call, as highlighted by the Telephone Consumer Protection Act (TCPA).

Additionally, fragmented systems and manual processes exacerbate inefficiencies. Gartner research indicates that contact centers operating with disconnected channels and manual workflows experience up to 25% higher operating costs due to duplicated efforts and low productivity.

Average Call Cost

The average cost per inbound call in a U.S. contact center is **\$5.50, rising to over \$15 for technical support or compliance-sensitive calls.**

Source: ContactBabel, U.S. Contact Center Decision-Makers' Guide, 2023



\$5.50

per call average

Alvaria's Comprehensive Solution: Streamlining Contact Center Operations

Alvaria delivers a full-stack, comprehensive approach that integrates seamlessly across communication channels, enabling a unified and highly efficient customer experience. The solution includes:



9.5%

revenue growth

Integrated Channel Benefits

Companies with integrated communication channels achieve a 9.5% year-over-year increase in annual revenue, compared to 3.4% for those with siloed channels.

Source: Dimension Data Global Customer Experience Benchmarking Report, 2020

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AI-Informed Omnichannel Interactions

Unified Platform

Alvaria integrates voice, chat, email, and social interactions into one cohesive workspace. According to Aberdeen Group, companies employing an omnichannel approach retain on average 89% of customers, compared to only 33% for companies with weaker channel integration.

AI-Informed Engagement

Alvaria's intelligence identifies customer channel preferences and proactively engages them using contextual data, ensuring higher satisfaction and efficient resolution. This capability avoids the limitations of traditional predictive routing and better supports outbound, proactive use cases.

Real-Time Compliance Checks

Alvaria automates complex regulatory compliance processes, including Do Not Call list scrubbing and time-of-day restrictions. The built-in regulatory expertise ensures compliance adherence, significantly reducing exposure to compliance fines, which can otherwise average \$50,120 per violation.

Dynamic Call Pacing

Through automated and regulated call pacing strategies, abandonment rates stay below the recommended industry threshold of 3%, mitigating the risk of penalties and reputational damage (American Teleservices Association, 2023).

Compliance Automation Gap

Only **43% of contact centers have automated compliance tools in place**—leaving over half at increased risk for violations.

Source: NICE CX Transformation Benchmark, 2023



43%

have automation

Enhanced Right Party Contact (RPC) Rates

Alvaria's predictive dialing strategies leverage AI and machine learning algorithms to optimize customer outreach, boosting RPC rates by up to 18%, according to ContactBabel's 2023 US Contact Center Decision-Makers' Guide.

Resource Optimization

Predictive modeling helps in optimizing agent productivity, reducing idle time by an average of 20% and thereby substantially lowering staffing costs (Contact Center Pipeline, 2022).



200-300%

talk time increase

Predictive Dialing Efficiency

Predictive dialers increase agent talk time by 200-300% compared to manual dialing.

Source: Genesys Contact Center ROI Insights, 2021

Achieving Measurable ROI with Alvaria

Alvaria's capabilities deliver measurable and documented financial returns, evident through various case studies and industry benchmarks:

Operational Efficiency

According to Frost & Sullivan (2022), organizations adopting integrated omnichannel solutions see average operational cost reductions of up to 20%.

Compliance Savings

By embedding compliance automation, Alvaria significantly reduces the financial risks associated with regulatory fines, which can exceed millions of dollars annually for midsize and large enterprises.

Improved Customer Lifetime Value (CLV)

Harvard Business Review found that increasing customer retention rates by just 5% can boost profits by 25-95%. Alvaria's improved customer interactions and satisfaction consistently drive these retention increases.

AI-Powered Efficiency

Organizations using AI in customer service report a **25% reduction in operational costs and a 30% improvement in response times.**

Source: McKinsey & Company, "The State of AI in 2022"



25%

cost reduction

Conclusion

In a competitive market landscape marked by regulatory complexities and ever-growing customer expectations, Alvaria delivers "The Right Solutions" by integrating AI-informed omnichannel capabilities, compliance automation, and advanced predictive outreach. Alvaria's comprehensive approach does more than simply streamline contact center operations—it optimizes resource use, mitigates risks, and delivers tangible, quantifiable returns on investment.

Organizations leveraging Alvaria's integrated solutions benefit from demonstrable cost savings, increased customer satisfaction, and competitive differentiation. Ultimately, Alvaria empowers contact centers to transform from cost centers into strategic assets, driving measurable business value and sustainable growth.



85%

outperform competitors

Customer Experience Priority

85% of companies that prioritize customer experience outperform competitors in revenue growth.

Source: Forbes Insights & Salesforce, 2021

About Alvaria

Alvaria is a global leader in enterprise contact center technology, delivering comprehensive solutions that drive superior customer outcomes. Trusted by organizations across financial services, healthcare, telecom, insurance, and government sectors, Alvaria helps brands reach out right—every time.

Call to Action

Ready to transform your contact center operations with comprehensive solutions that deliver measurable ROI?

Visit Our Website

www.alvaria.com

Schedule a Demo

info@alvaria.com

Call Us

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Alvaria: Reach out right.



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About Alvaria™ Alvaria helps organizations efficiently manage and engage the modern workforce and connect compliantly with customers and prospects. Our open, innovative multi-platform is purpose built for two core competencies; a feature-rich, intuitive, and intelligent workforce engagement management platform, and a multichannel proactive compliant outreach platform. Alvaria, the product of the merger of world leaders - Aspect Software and Noble Systems - is proudly celebrating 50 years in business reshaping customer and employee experience. ALVARIA. Reshaping Customer Experience™. © Copyright 2025 Alvaria, Inc. All Rights Reserved. 9514US-A 10/23