

# Alltran Drives **9% Increase** to Agent Productivity & Billing Utilization

**40%**

Reduction in Overall Agent Idle Time

**2.6%**

Reduction in Non-Productive Aux Time

**9.9%**

Increase in Productivity & Billable Utilization

## About the Client




Alltran – formerly United Recovery Systems – unites industry-leading organizations across the Revenue Cycle and Accounts Receivable Management spectrum. Alltran helps individuals and families resolve their financial issues while helping companies collect for their services to transform their bottom lines.



## The Opportunity

This contact center BPO wanted to boost its productivity and billing utilization to deliver an even better service to its clients. Additionally, Alltran wanted to free up time for supervisor development activities while increasing its supervisors' coaching efficiency.

### Client Challenges

-  Improve productivity and billing utilization
-  Free up supervisor time for development activities
-  Evolve supervisor coaching competency

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Clients want to see how you manage performance...before implementing AmplifAI, it was really hard to show them! It's been a culture change, and now we **use it from start to finish**. We can see where we have issues, and then our supervisors receive recommendations on what and who to focus on. It **saves time and saves money!**

Matt Hunt, Former VP of Operations, Alltran

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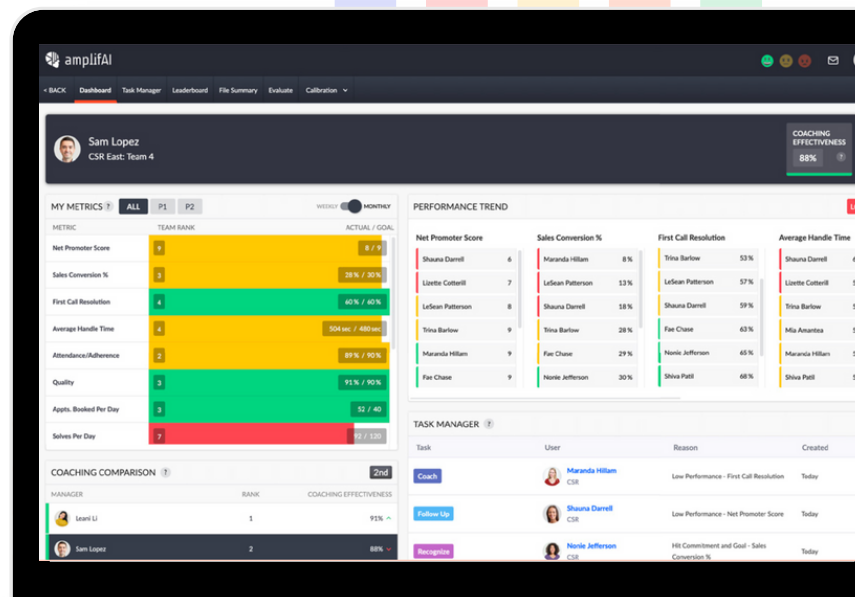
## The Solution & Impact

Alltran executives used AmplifAI to identify and monitor outliers for critical metrics — such as handle time, quality scores, AUX use, and utilization — and analyze them against each of their customer programs, locations, supervisors, and agents. Additionally, each supervisor’s coaching skills were measured and tracked to determine their coaching effectiveness and define areas of improvement.

Supervisors utilized real-time agent performance rankings paired with agent-personalized coaching recommendations. These metrics validated agent improvement per coaching session and generated follow-up tasks to maximize each session.

A simple dashboard enabled frontline agents to view their performance, compare their ranking against their peers, and review existing coaching commitments. Plus, agents can easily access a training toolbox to review calls and documents from previous coachings.

By implementing AmplifAI’s platform, Alltran accelerated performance improvement across its organization. Intuitively identifying and replicating top-performer behaviors ensures Alltran is coaching the **right person**, on the **right behaviors**, at the **right time**, with the **right content**.



## About AmplifAI

AmplifAI is applying science to make teams better! AmplifAI was founded with the goal of leveraging data to create a personalized environment that enables every employee to succeed.

As more companies explore the new generation of hybrid work, innovative leaders and organizations are relying on AmplifAI to enable performance, improve people and make work more fun - wherever work is happening. Powering success for people-centric enterprises around the world.

Want to learn more?

[Let's Talk!](#)

