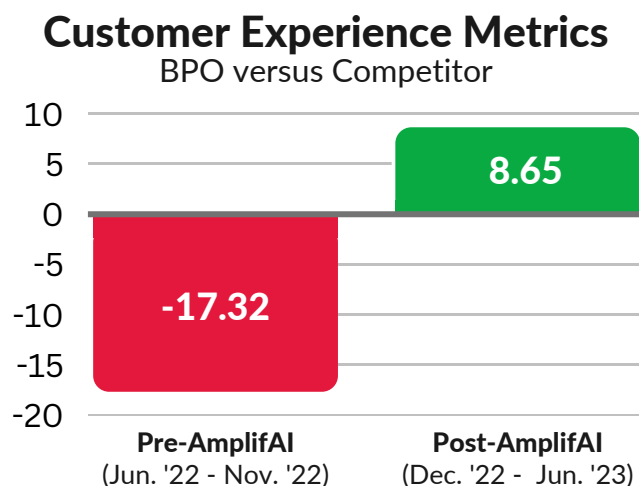
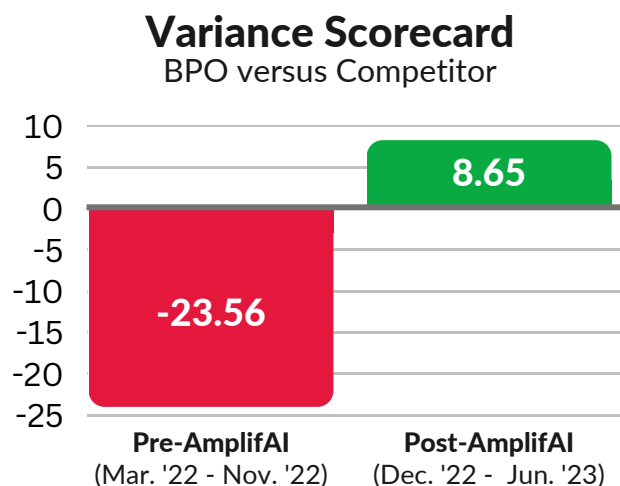


ATS Call Center Shows Dramatic Performance Improvement with AmplifAI

This global BPO implemented AmplifAI for their advanced technology support (ATS) program in December 2022 with the goal to outperform their competitor in the partner scorecard. Since implementation, they have achieved remarkable results, **improving their performance gap by over 30 points**. Today, the BPO surpasses their competitor in the partner scorecard and excels in many other areas as well.



Key Highlights

- Gap to competitor reversed in client scorecard performance, resulting in increased pay-for-performance payouts and an increase in the client's market share
- Gap to competitor reversed in customer experience performance, with this BPO now leading with stronger customer survey results

AmplifAI Engagement Metrics | Jan. 2023 - Jun. 2023

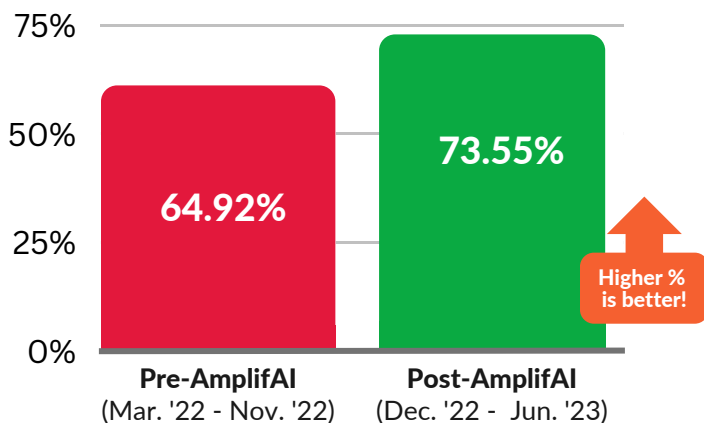
| KPI | Engagement | Coaching Frequency | Coaching Acknowledgement | Agent Engagement | Supervisor Development |
|-------------------|------------|--------------------|--------------------------|------------------|------------------------|
| Actual | 25.0 | 5.6 | 98% | 22.5 | 8.7 |
| Target | 20.0 | 4.0 | 80% | 20.00 | 8.00 |
| Target Attainment | 124.8% | 141.0% | 122.5% | 112.3% | 108.5% |

Key Highlight

- Engagement across all levels is either meeting or exceeding the targets

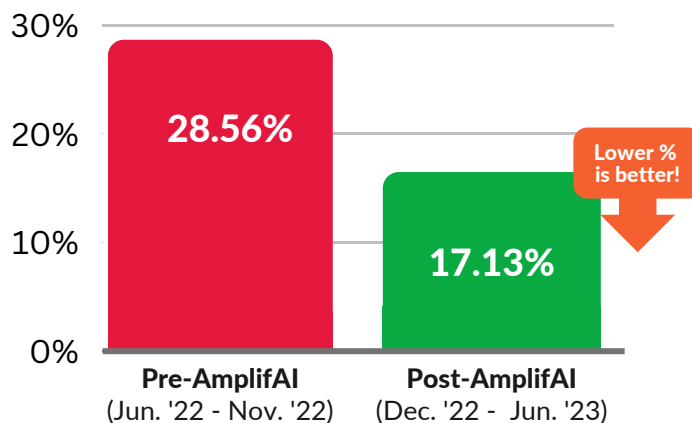
Issue Resolution Performance

BPO Pre- and Post-AmplifAI



CX Survey – Agent Communication

Percent Bottom 2 Box Survey Results



Key Highlights

- The BPO now leads the line of business in issue resolution. They are outperforming a deeply tenured competitor ATS team and have achieved the client's two highest months ever for ATS issue resolution
- Achieved dramatic improvements in agent communication from client customer surveys. They reduced bottom two box ratings from customer surveys by over 11 points and finishing in first place versus their competitor four times in the last seven months

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!](#)

