

# BPO site improved to 3<sup>rd</sup> place from 7<sup>th</sup> over 3 months

**Top 3**  
Partner Ranking

**24%**  
Overall Increase in Coaching Effectiveness

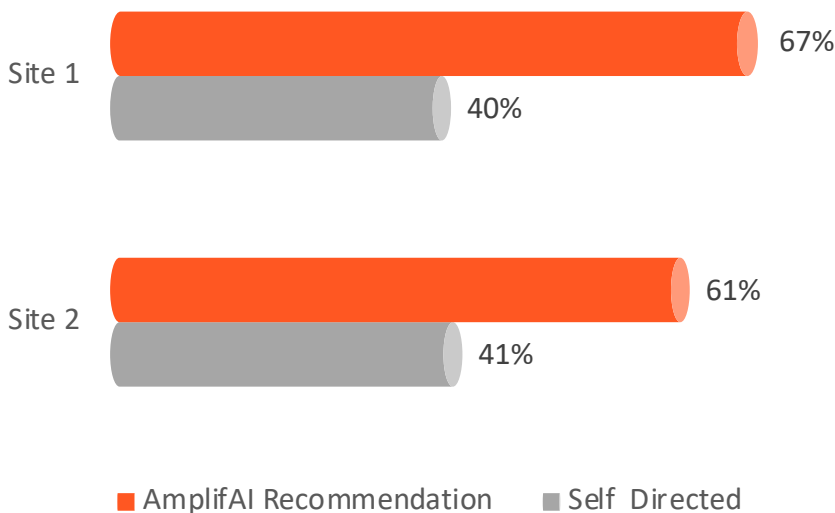
## Opportunity

A large BPO was struggling across its client scorecard and was at risk of losing volume with the client exiting a site. Immediate performance improvement was needed. They wanted to:

1. Alert supervisors when negative surveys were received
2. Provide recommendations to supervisors on who to coach to improve scorecard metrics

## Previous Pain Points

- ⊘ Supervisors were unable to determine which behaviors to coach
- ⊘ Self-directed coaching efforts took significant amount of time
- ⊘ Frontline agents were not being coached in a timely manner based on their needs



**Performance improved dramatically** across two sites with AmplifAI Recommended Actions

Results



“Agents are always made aware of their current metrics and management saves time and resources as AmplifAI recommends actions reducing the need to review reporting from multiple systems.”

Client Services VP


*Top 3 North American Telecom  
Via BPO*


## About AmplifAI

AmplifAI is the **AI-Driven People Enablement Platform** for employee-centric workforces.

AmplifAI transforms employee data into actions modeled after an enterprise’s best-performing people - helping hybrid teams maximize business outcomes, boost productivity and improve engagement.

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

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