

Health Insurance leaders **increased weekly coaching time by 40%**

+62.5 hours

Hours of efficiency gains per month per supervisor

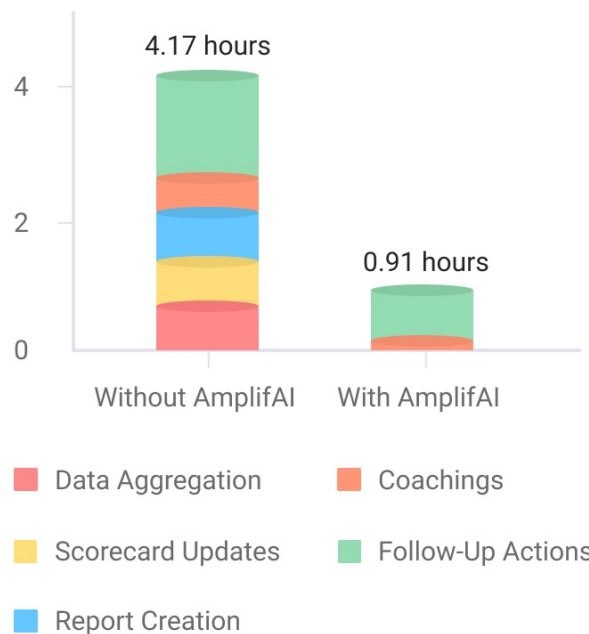
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Hours needed to determine coaching actions

Opportunity

Supervisors were spending excessive amounts of time reviewing reports from multiple systems which wasted valuable coaching time. Additionally, they were manually tracking all follow up coaching which delayed follow ups and created inconsistencies in improving agents. They wanted to:

1. Have supervisors focus on empowering and motivating frontline associates
2. Optimize supervisors' time and bring consistency in supervisor actions



Previous Pain Points

- ⊘ Team KPIs were measured in different systems
- ⊘ Supervisors spent hours updating organization scorecard
- ⊘ Follow-up coaching activities required manual monitoring



Results

Reduced time spent to increase supervisor productivity

Average of 3 hours saved per day:

- Role based dashboard for data aggregation and visualization
- Auto-generated coaching actions
- Monitoring effectiveness of coaching's with follow-up actions



“AmplifAI saved valuable time in quickly providing our supervisors with accurate next steps with who needed to be coached and exactly what they need to be coached on.”

Senior Operations Director


*Fortune 500 Health
Insurance Provider*

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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