

Increased **NPS by 20%** in first 90 days post onboarding

20%

Increase In NPS Results

33%

Increase in Coaching Effectiveness

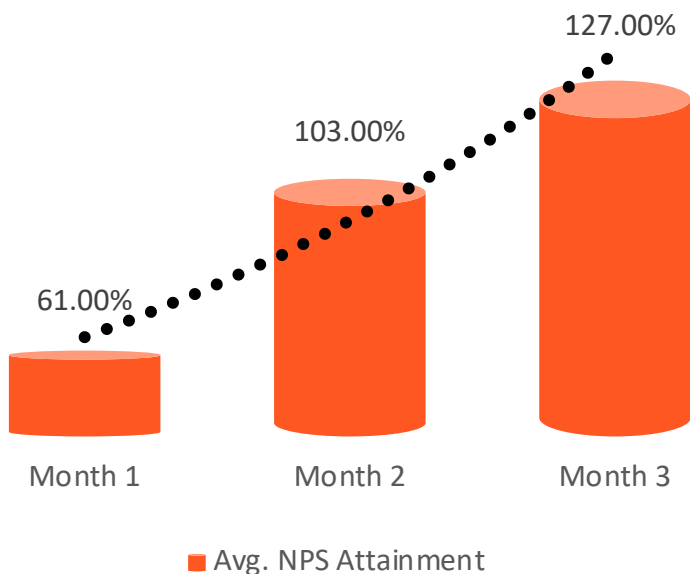
Opportunity

A leading US healthcare enterprise wanted to increase patient loyalty and satisfaction but were not able to identify skills and behaviors to replicate high-performing agents. The company's leaders wanted:

1. To identify and replicate high-performing agents, and ultimately increase NPS
2. A tailored approach to coaching based on an agent-specific persona

Previous Pain Points

- ⊘ Inaccessibility of metrics and performance data from disparate systems
- ⊘ Long handle time and unresolved issues
- ⊘ Inconsistent coaching from frontline leaders



Avg. **NPS attainment improvement** month 3 post AmplifAI

Results



“AmplifAI helped us solve so many issues as we transitioned to a remote workforce. Our leaders had clear actions prioritized to business needs and our associates had easy access to their performance data and actions with connections to best practices.”

Chief Administrative Officer


Top 10 US Health Insurer

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.

 Info@AmplifAI.com

 AmplifAI.com

 [@AmplifAI](https://www.linkedin.com/company/amplifai)

 [@AmplifAI](https://twitter.com/AmplifAI)

[Book a demo](#) and explore AmplifAI.