

Increased Solves Per Day by 34% in first 90 days post onboarding

65%

More Effective Coaching Sessions

34%

Improvement in Solves Per Day

Opportunity

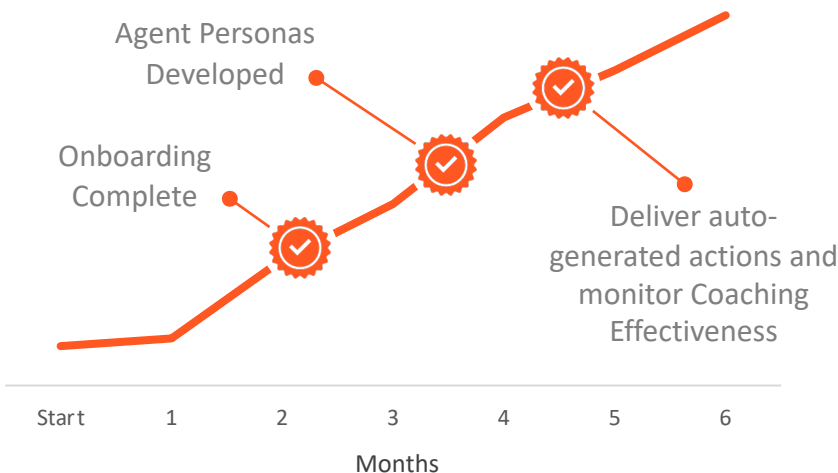
There was an immediate need to increase speed to proficiency for new hires while providing proper and targeted coaching and employee engagement. The travel brand needed to:

1. Increase speed to proficiency for onboarding new hires
2. Improve Coaching Effectiveness and frontline agent performance

Previous Pain Points

- ⊘ New hires required an improved onboarding process to be efficient in providing service
- ⊘ Customers expected and required agents to be experts regardless of tenure
- ⊘ Negative CSAT results caused from new hires inability to provide quick resolutions

Solves Per Day



Continued improvement in **Solves Per Day** month-over-month

Results



“We have proven a successful AI-driven process with AmplifAI for pushing relevant micro-learning content personalized to an agent’s need. AmplifAI allows us to improve speed to proficiency for our clients and is a key lever in our ability to exceed client expectations.”

Vice President


Top 3 Travel Brand
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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