

Retail leader improved AHT and Agent Satisfaction over three months

4%
Decrease in Average Handle Time

6%
Increase in Agent Satisfaction

10,000 Users
Pilot of 80 users expanded to 10,000 users in 24 months

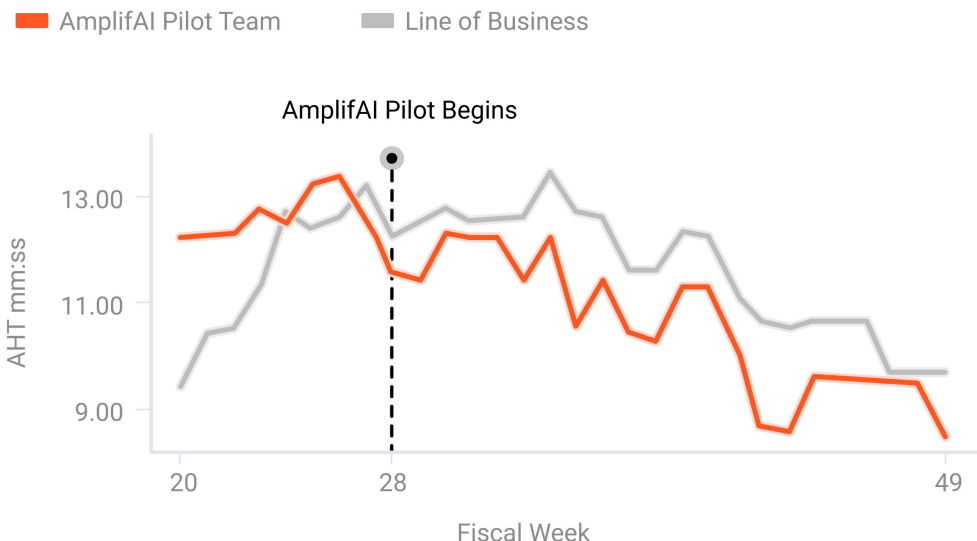
Opportunity

A global home improvement retailer wanted to ensure agents were knowledgeable of their products and can quickly address customer questions efficiently. They wanted to:

1. Measure the impact of coaching sessions between supervisors and agents
2. Identify behaviors that align with agent performance

Previous Pain Points

- ⊘ Customers demanded expertise in all problems and products by the associates
- ⊘ Associate feedback process took too long for preparation which left little time for delivery
- ⊘ Frontline agents performance declined without effective coaching



AHT during **pilot performed better** than the line of business

Results



“AmplifAI is a game changer! AmplifAI has allowed the associates to be in control of their own performance. They can see firsthand their behaviors and how it impacts their performance.”

Operations Supervisor


Top 5 US Retailer

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)

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