

# Retail leader improved Agent Productivity, Customer Satisfaction, and \$135MM in Additional Revenue

## 4%

Increase in Agent Productivity

## 20%

Increase in Customer Satisfaction

## \$135 MM

Increase in Incremental Annual Revenue

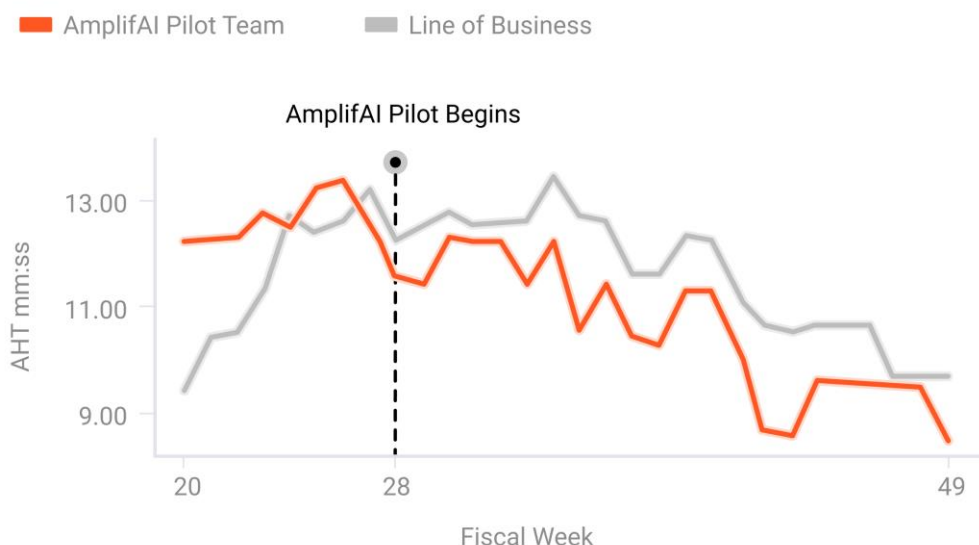
## Opportunity

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, impacting customer satisfaction
- ❌ Lengthy preparation during the associate feedback process left little time for delivery
- ❌ Frontline agents' performance declined without effective coaching



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

Results

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“AmplifAI has allowed the associates to be in control of their own performance. They’re seeing their direct impact on metrics like AHT, CSAT, and Revenue and it’s driving results.”

Operations Supervisor

*Top 5 US Retailer*

## About AmplifAI


AmplifAI is the **AI-Driven Performance 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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