amplifAI

SSM Health **improved agent productivity by 64%** over 4 months

206%
Increase in Coachings

32%
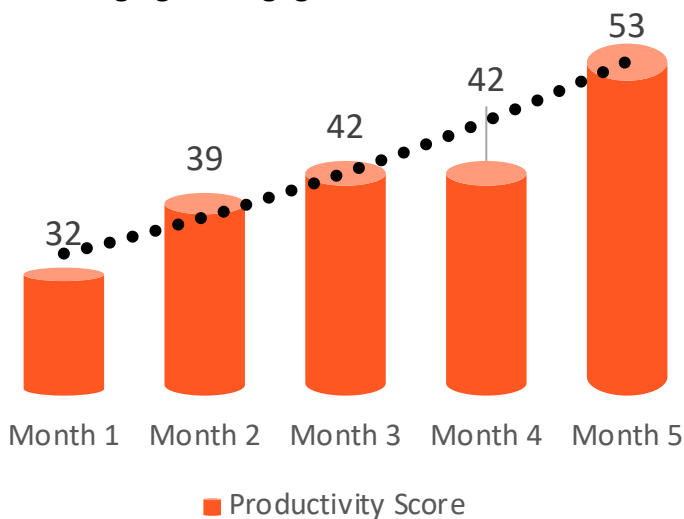Decrease in 30 Min+ Inactivity

Opportunity

Critical data siloed across multiple disparate systems, not only led to wasted time and resources from manual data analysis, but also prevented visibility into where and how agents spent their time. SSM Health changed this with:

1. Full visibility of all operational data & automatic metric calculation
2. Intelligent contact center solution enabling remote work
3. Automated prescriptive & personalized task driving agent engagement

Previous Pain Points

🚫 Siloed data led to lack of agent performance visibility

🚫 Supervisor couldn't see if agents were productive or just busy

🚫 Coaching was not personalized to agent needs

Agent productivity **improved by 64%** over the first 4 months

Results

Month 1	Month 2	Month 3	Month 4	Month 5
32	39	42	42	53

■ Productivity Score

> "AmplifAI helped us solve for 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 along with connections to best practices.
>
> This was a complete transformation of our operation that improved productivity and performance resulting in a much more significant ROI than expected."

Chief Admin Officer

SSMHealth.

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

in @AmplifAI

🐦 @AmplifAI

Book a demo and explore AmplifAI.

amplifAI