

# Sagility Improves Coaching Efficiency & Exceeds NPS Target

## 30% Better Coaching Efficiency

AI Software Boosts Coaching Efficiency Score

## Exceeded NPS Target

Sagility Exceeds Client's NPS Target During Open Enrollment

## Scaled Onboarding Process

BPM Scales Onboarding with Increase of New Hires

## About the Client

Sagility is a top BPM service provider that enhances agent and supervisor performance for superior outcomes. Sagility is currently supporting a major US health insurance company with their customer support goals.

## The Opportunity

While there are many factors to measure customer experience, the healthcare company was most interested in Net Promoter Score (NPS). A high NPS indicates customer loyalty, while a low score can identify problem areas early and prompt process improvements. Unlike some call center KPIs, a low NPS can have many factors, such as long wait times, unsatisfactory agent interactions, or unresolved issues.

For Sagility's healthcare client, the Open Enrollment season can be a hectic time. With an increase in call volume and an increase in new hires, it's easy for the NPS to take a hit.

## The Solution

Sagility turned to AmplifAI. The AI software measures the coaching efficiency of their supervisors across the different KPIs. Then AmplifAI provides specific actions to improve the supervisors' coaching efficiency.



## The Challenge

- Sagility's healthcare client wants a consistently high Net Promoter Score (NPS).
- Open Enrollment season tends to lower the NPS.
- BPM needs a way to quickly onboard new hires to reach peak performance.
- All supervisors needed to maximize their coaching efficiency.

## The Impact

While Sagility's client had seen positive results, the BPM knew that Q4's Open Enrollment period could be challenging. Sagility relied on AmplifAI to help their frontline teams navigate this busy time.

### 1. Scaled Onboarding Process

Even with more new hires than normal, AmplifAI's software helped Sagility maintain their current time to proficiency (TTP). In some cases, Sagility even shortened the time to proficiency of frontline associates.

### 2. Increased Coaching Effectiveness by 30%

With a significant increase in support calls, making time for coaching can be more difficult. This means each coaching needs to be as efficient as possible. AmplifAI's AI-driven action plans helped Sagility increase their coaching effectiveness from 77% to 96% – that's a 30% increase.

### 3. Exceeded NPS Target by 7.6%

It's easy for NPS to take a hit during Open Enrollment season. However, the Sagility team exceeded the NPS target set by their client by 7.6%. The Sagility team knows that coaching efficiency and timely onboarding played a big role in the positive NPS.

Sagility looks forward to continued success with their health insurance company client. With AmplifAI's help, the BPM is confident they will continue to deliver superior outcomes and high-quality talent for this client and more organizations in the future.



## About AmplifAI

AmplifAI is applying science to make teams better! AmplifAI was founded with the goal of leveraging data to create a personalized environment that enables every employee to succeed.

As more companies explore the new generation of hybrid work, innovative leaders and organizations are relying on AmplifAI to enable performance, improve people and make work more fun - wherever work is happening. Powering success for people-centric enterprises around the world.

Want to learn more?

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