Performance Acceleration for Sales & Service

Too Much Data.
Not Enough Action.

Frontline employees and supervisors are inundated with data and reports and are unable to consistently determine actions and drive outcomes.

One Solution.
Data → Actions→ Outcomes.

AmplifAI augments people - integrating data, visualizing performance, and proposing actions that propel learning, coaching and recognition to drive oustanding outcomes!

Replicate High Performers.
Shift Your Performance.

Our AI understands your highest performers, learns why they're excelling, and creates personalized development plans and actions that shift your overall performance bell curve.

53%
Increase in
Employee Satisfaction

50%
Increase in
Coaching Sessions

44%
Increase in
Sales Conversion
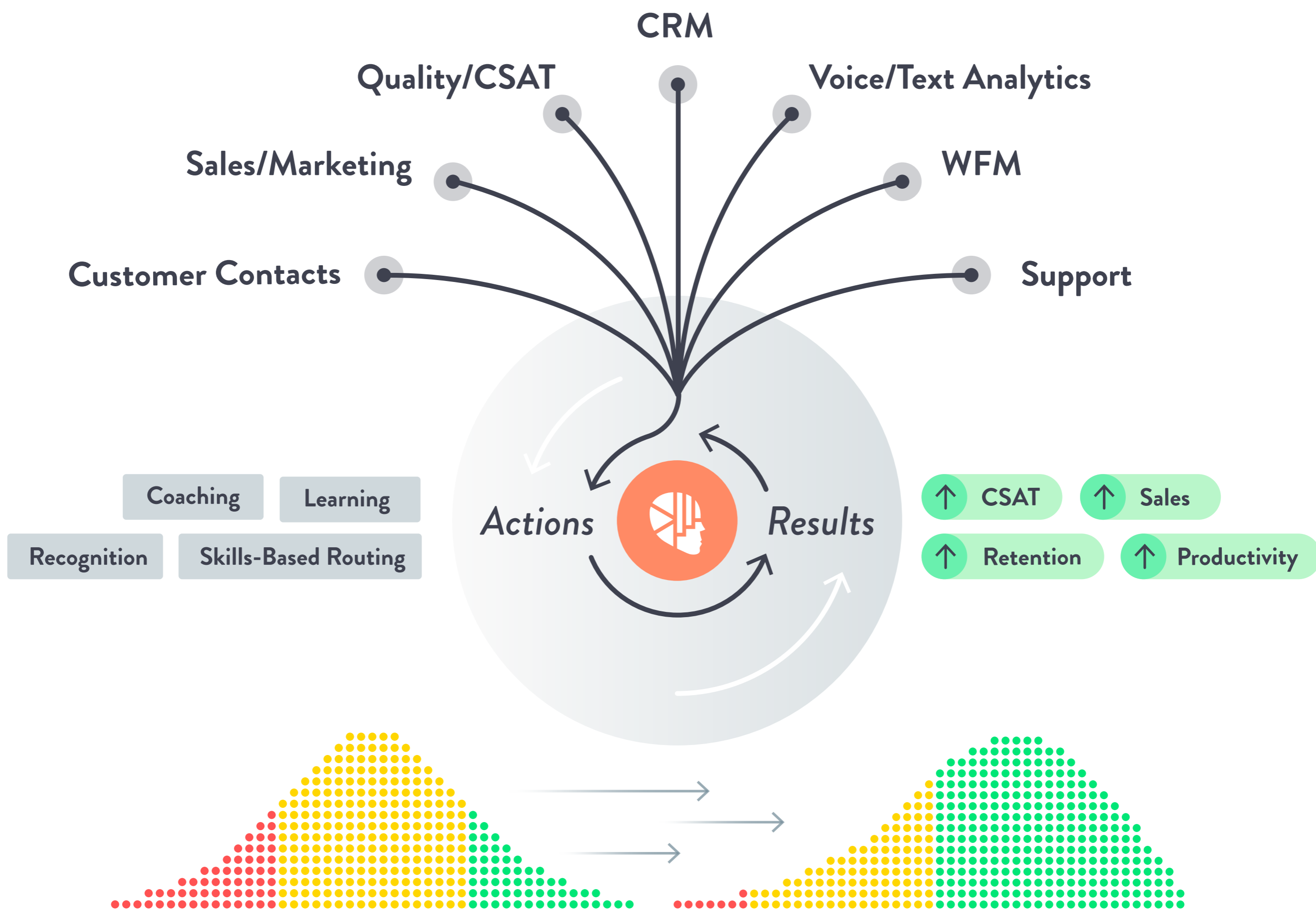
27%
Increase in
Top Box CSAT

15%
Increase in
First Call Resolution

9%
Increase in
Productivity & Utilization

CRM

Quality/CSAT

Voice/Text Analytics

Sales/Marketing

WFM

Customer Contacts

Support

Coaching   Learning

Recognition   Skills-Based Routing

Actions   Results

↑ CSAT   ↑ Sales

↑ Retention   ↑ Productivity

Shift Your Performance

Data Integration & Visualization

- Integrates with all major platforms and data lakes
- Visualizes role-based actions, data, rankings and incentives
- Provides actionable outlier and root cause analysis dashboards
- Delivers high-performer personas

Personalized, Data Driven Actions

- Personalizes coaching and learning tasks for every agent
- Prioritizes actions to replicate high performer personas
- Focuses leaders to drive coaching effectiveness & develop leadership skills
- Integrates badges and incentives to drive motivation

Delivering Accelerated Performance

- Accelerates agent improvement via self-learning recommendations engine that replicates high performers
- Improves supervisor coaching effectiveness resulting in improved agent performance
- Inspires workforce & motivates with incentives & nudges - delivers continuous improvement