Performance Acceleration For Amazon Connect Users

Improve contact center sales and service performance with AmplifAI for Amazon Connect

Challenges

Limited data visualization and lack of personalized insights and actions

The modern contact center generates too much data from too many systems for frontline employees to produce consistent, effective actions. As the role of the frontline team grows in complexity and value, AmplifAI is helping organizations address the following challenges:

- Limited visibility to real time performance data with insights and actions
- Overloaded supervisors have difficulty diagnosing and improving team performance
- New hires take too long to reach the desired level of performance
- 1:1 coaching occurs offline and produces inconsistent, unmeasured results
- No capture of call quality and analytics

The AmplifAI Performance Acceleration Platform

Easily integrate your Amazon Connect data to visualize performance and insights; improving agent, supervisor and overall performance

AmplifAI's Performance Acceleration Platform integrates and visualizes the performance data from all your systems and intelligently recommends personalized actions and insights to frontline employees. With AmplifAI's comprehensive performance visualizations and intelligent coaching, supervisors save valuable time and develop consistent coaching practices that accelerate their team's performance. Agents receive effective, data-driven 1:1's and DIY micro-learnings empowering continued performance growth. AmplifAI's platform transforms real-time call data from Amazon Connect and other systems, into automated, effective actions that make managers better leaders and agents higher performers - resulting in improved employee performance, employee engagement and overall customer experience.

Benefits

AmplifAI is a platform designed to help your organization improve employee skillsets, behaviors, and overall performance.

Improve performance & productivity
Ramp employees to desired level of performance faster with metric-based performance analysis, DIY micro-learnings and intelligent coaching!

Improve leader effectiveness
Provide supervisors with automated, data-driven recommendations that consistently improve agent and team performance.

Drive actions based on data & insights
Role-based visualizations drive personalized actions directly to employees so they know what to do to improve their performance.

Reduce Contact Center Attrition
Employee experience soars when employees have the resources needed to grow their skills and excel daily.

AmplifAI for Amazon Connect

AmplifAI's platform transforms real-time call data from Amazon Connect and other systems into personalized insights that drive consistent performance across the enterprise. AmplifAI's integration for Amazon Connect as well as other AWS Technology partners make visualizing and improving contact center performance much easier.

Supported Geographies: North America • Latin America • Asia/Pacific • Europe

Features
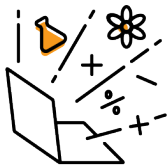
### Role-based visualizations of sales and service performance

AmplifAI provides detailed metric-based analysis and visualizations of all your contact center front-line staff performance with role-based access for executives, site leaders, supervisors and agents. Near-real time data is being captured from Amazon Connect and other major systems to create a complete picture of performance across sales and service so contact center managers can drive consistent, repeatable coaching and learning actions to improve performance, retention and customer satisfaction.

Intelligent coaching and learning actions

AmplifAI delivers automated coaching and learning actions for supervisors and agents based on individual and team performance. Supervisors are provided a daily prioritized list of tasks for coaching, recognition, and follow-up to create a consistent repeatable process for improving performance over time. Coaching sessions follow a consistent workflow, offer topic-specific micro-learnings, and track performance to measure results. AmplifAI also offers self-learning for agents providing recordings of passed coaching sessions and micro-learnings that can be viewed during downtime to improve their own performance.

Case study: Accelerating sales for Alorica's telecom client
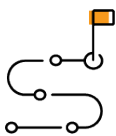
Challenges

After migrating a high-profile telecom company from a top-performing domestic site to a Latin-American location, Alorica struggled to maintain performance, their sales conversion dropped quickly, and attrition spiked.

Solution

AmplifAI's intelligent coaching, automated performance tracking, and role-based visualizations empowered team leads and agents to focus and hit targeted goals, while removing the painful, manual retrieval, analysis and distribution of performance data from their daily workflow.

Results

Alorica and their telecom client experienced a 40% productivity gain, 38% Close Rate improvement, an 8% overall attrition improvement and out-performed their competitors that supported their telecom client during this time frame.

Get started with AmplifAI!

Visit Solution Space or AmplifAI to purchase today.

Quick contact

For sales inquires, email Ken Goldberg, kgoldberg@amplifai.com