

Alltran Boosts Agent Utilization By 9%

Alltran's Challenge

Alltran understands that delivering exemplary service requires humans, technology, financial, and process resources to all work harmoniously together, but that that these components can be challenging and costly to implement.

As a Contact Center BPO, Alltran wanted to improve productivity and billing utilization, while also freeing up Supervisor time for development activities, and evolving Supervisor coaching competency.

Alltran looked to AmplifAI to help them take their performance, and performance management, to the next level – where technology augments humans, empowering engagement and driving results.



“It’s been a culture change - the whole coaching method. We can see where we have issues, and then our Supervisors get tasks on what and who to coach. It’s all documented and even recorded so we can evaluate our coaches. It saves time and saves money.”

Matt Hunt
VP Operations

Results



12%

Reduction in
Overall Agent
Handle Time



40%

Reduction in
Overall Agent
Idle Time



2.6%

Reduction in
Non Productive
Aux Time



15%

Increase in
Quality



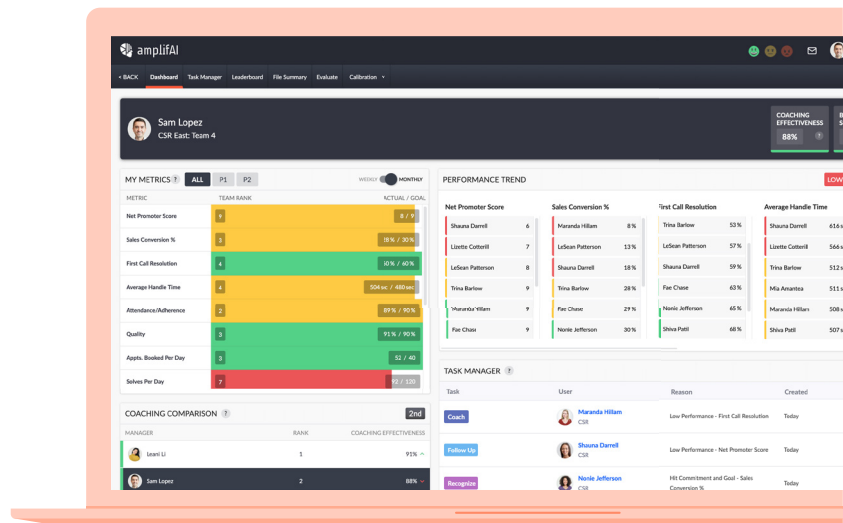
9.9%

Increase in
Productivity and
Billable Utilization

How Alltran Accelerated Service.

Alltran implemented AmplifAI and experienced the following:

- ◆ The Operations View allowed Alltran executives to monitor and identify outliers for key metrics such as Handle Time, Quality Scores, AUX use and Utilization – per each of their customer programs, locations, supervisors, and agents. Leaders were also able to validate that agents were receiving appropriate coaching, and focus on developing frontline supervisors' coaching skills via the AmplifAI coaching dashboard and coaching effectiveness rankings.
- ◆ The Supervisor View provided real-time performance rankings for their agents, along with coaching recommendations personalized for each agent and specific details showing the metrics and behaviors that should be coached. AmplifAI validated whether agents were improving after each coaching session and automatically generated follow-up tasks for the supervisor to reinforce previous coaching sessions.
- ◆ The Agent User Interface provided agents a simple view of their performance, stack-ranking, existing coaching commitments, and coaching history. Agents were able to listen to past coaching sessions, as well as continually self-develop via access to their coaching history where they were able to review any calls and documents used during prior training/coaching sessions.
- ◆ AmplifAI enabled Alltran to accelerate improvement by implementing a platform that intuitively supports replicating top performer behaviors with a data-driven process focused on ensuring you're coaching the right person, on the right behaviors, at the right time, with the most relevant and impactful content.



Boosting Productivity, Reducing Time!

Results data from the three months following their Q1 implementation, showed month-over-month reductions in Non-Productive Aux time, Idle Time and Handle Time, and delivering net increases in Productivity/Billable Utilization and Quality.

Alltran increased Quality by 15%, reduced overall Idle time by 40 %, overall Non-Productive AUX time by 2.6% and Handle Time by 12%, yielding an increase in Productivity and Billable Utilization across its customer service contact centers of 9.92%!

About Alltran

Alltran, a conglomerate of what was formerly the United Recovery Systems family of companies, provides customer contact and receivables management services for Healthcare, Financial, and Education institutions.

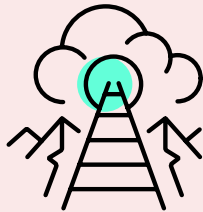
As a Contact Center Business Process Outsourcer (BPO), Alltran is focused on providing services that decrease cost and increase efficiency, while delivering exemplary patient and customer care.

“Clients want to see how you manage performance...before implementing AmplifAI, it was really hard to show them”

Matt Hunt
VP Operations

About AmplifAI

AmplifAI is an all-in-one Performance Acceleration Platform leveraging the power of AI to dramatically improve contact center sales and service performance. AmplifAI's data-driven approach accelerates performance by delivering personalized insights and actions across the enterprise resulting in dramatically improved business outcomes.



Discover how AmplifAI can
accelerate your sales & service
performance.



Schedule your demo here!

info@AmplifAI.com

AmplifAI.com