

TELECOM & INSTALLATION PROVIDERS

The Best Way to Reduce Costly Errors
is to Spot Them Before They Happen

amplifire

When Learning Matters



30% FEWER
SEVERE LADDER ACCIDENTS
AFTER AMPLIFIRE TRAINING



Amplifire is the only adaptive eLearning platform built from discoveries in cognitive science that detects and corrects misinformation and knowledge gaps. Its rich Learner Analytics provides insight into knowledge states. Installation and maintenance providers use it as a strategic tool to build an expert workforce capable of achieving the organization's goals.

Assess Knowledge Gaps

Assess what your workforce knows and doesn't know. Asking questions and measuring confidence levels allows the platform to customize a course in real-time to fill each learner's knowledge gaps. The platform guides them towards mastery, so they walk away knowledgeable, confident, and ready to perform at their best. The platform's algorithms are based on brain science principles so that newly acquired knowledge sticks in long-term memory so they can recall it—even when performing under stress.

Reduce Risk

Find and fix Confidently Held Misinformation (CHM), the leading cause of human errors. CHM exists when individuals are confident they are correct, but they are actually wrong. It leads to poor decisions that can cause harm and financial loss to the individual and organization. Amplifire has revealed a universal truth: that CHM exists in all individuals and organizations. It represents a clear risk for the individual and their organization.

Measure Training Effectiveness

Data analytics lets you see that you are achieving your business goals. Learner Insights confirm that learners have mastered the learning objectives before they return to work. Amplifire learners are more confident and perform better knowing they have mastered the subject matter at hand. Because the platform is adaptive, they don't waste valuable time on content they already know. Now you can shorten their time to proficiency while increasing employee and customer satisfaction.



HOW AMPLIFIRE IMPACTS BUSINESS OUTCOMES

We help our telecom and installation customers drive business outcomes through a personalized training experience that reduces training time and delivers a positive return on investment.

Technicians and Customer Care Agents that complete their learning modules using Amplifire are more knowledgeable, confident, and competent. They are more proficient and perform better with fewer mistakes. A better learning experience results in a better customer experience that improves your bottom line.

Installation Technicians

INSTALLATION ERRORS

Accelerated Time To Proficiency

Installations
**12% FEWER
MISTAKES**

Repairs
**28% FEWER
MISTAKES**

Quality Levels
EXCEEDED BY 12%

FEWER LADDER ACCIDENTS

Average Work Days
Lost Per Accidents
81 DAYS

Recovered Lost
Work Days
3,564 DAYS

Customer Care Agents

AHT & NPS
**AHT REDUCED BY
10 SECONDS NPS
UP 17%**

Credits Given
Per 100 Calls
REDUCED BY \$76

Upsell Revenue
Per 100 Calls
INCREASED BY \$80

Calls Transferred
to Supervisor
REDUCED BY 28%

New Hire Training
**REDUCED FROM 10
WEEKS - 9 WEEKS**

NEW HIRE TIME
TO PROFICIENCY
REDUCED BY
3 WEEKS

