



→ Nelly for Performance

WHY NELLY FOR PERFORMANCE

Nelly for Performance supercharges the positive impact that Clever Nelly has on productivity and performance, whilst also providing a tangible return on investment.



"Clever Nelly's had more of an impact than we expected. We've seen some real changes in employee retention, a reduction in the number of customer complaints and a reduction in the amount of rework that's been needed as well. There've been improvements across the board."



65% REDUCTION IN COMPLAINTS



WHAT IS NELLY FOR PERFORMANCE?

Nelly for Performance is an approach that centres around having a clear and measurable purpose for your Nelly content. An approach that drives tangible business benefits, can be tracked every month or quarter and is continually monitored to ensure maximum return on investment.

HOW IT WORKS

Nelly for Performance partners you with a member of our Performance Team who will work closely with you and your MI/KPI data to:

- ✓ Scrutinise your data and identify the areas for the greatest performance improvement.
- ✓ Tailor content and questions to target underperformance.
- ✓ Analyse and track performance improvement, on a quarterly basis, including ROI measures.
- ✓ Review lowest performing questions and provide recommendations for improvement.

KPI MEASURES

The KPIs Measures that reflect the core performance targets for most customer use cases.

- ✓ QA failure reduction
- ✓ First Contact Resolution (FCR)
- ✓ Average Handling Time (AHT)
- ✓ Customer Satisfaction (CSAT)
- ✓ Employee Satisfaction (ESAT)
- ✓ Complaints Classification
- ✓ Complaint Reduction

Aligning your content with these metrics ensures measurable improvements in business outcomes through competency improvement.

TYPICAL OUTCOMES

13%

Increase in
First Contact
Resolution (FCR)

9%

Improvement
in Quality
Scores

20%

Reduction in
reportable
complaints

30%

Reduction in
people-based
errors

SUMMARY

Competent and confident employees deliver better customer outcomes. They are more effective and efficient, and they will stay with your business longer. Nelly performance takes the natural benefits of Nelly interactions and supercharges the impact. By aligning your content directly to behaviour and process improvements, KPI and quality measures will be significantly improved.