

Accelerate Efficiency and Improve Performance with on-the-job Coaching and Insights



Tailored performance insights and AI-driven alerts empower employees with real-time notifications to improve the customer experience.



Real-time alerts enable operators to shift from reactive to proactive engagement with the customer

Hi Marley's Coaching capabilities allow employees to shift from reactive to proactive to improve efficiency and facilitate lovable customer experiences.

With Coaching, Hi Marley extends beyond a communication platform and leverages data, AI and workflows to amplify the voice of the customer while assisting employees with tailored insights and guided next-best actions.

Benefits of Coaching



Employee Productivity - Users are empowered with a My Insights dashboard and calls to action that identify the most at-risk conversations.



Embedded AI & Analytics - Coaching capabilities fit intuitively into claims, service and underwriting workflows, enhancing training, reducing ramp-up times and encouraging optimal decision making.



Actionable Supervisor Insights - With the My Teams Insights dashboard, managers can provide thoughtful, targeted support to their teams, driving efficiencies and improving outcomes.



Amplified Voice of the Customer - Through the prioritization of employee actions, customers enjoy proactive intervention that de-escalates frustration in a supportive, empathetic manner.

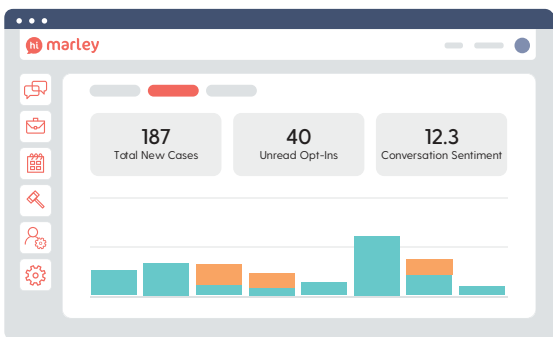


Lovable Employee Recognition - Positive customer quotes of the day spotlight the success of an employee's hard work, visible to all operators, supervisors and admins, allowing best practices to be identified, celebrated and scaled across teams.



“AI-driven notifications have been extremely helpful with bringing attention to communication breakdowns. We can quickly triage what we’re seeing, set expectations and recover.”

- CARRIER STRATEGY & INNOVATION LEADER



My Teams Insight Dashboard

Customized to automatically show the groups and individuals a supervisor manages to guide best practices and discover opportunity areas



Product Features

With Hi Marley’s Coaching capabilities, carriers enjoy the benefits of actionable insights and AI-enabled message intelligence to drive their business forward while preemptively addressing customer needs.

Insights

The My Insights dashboard provides employees with a personalized landing page comprised of calls to action, highlighting their most important next steps. In addition, quotes of the day spotlight positive customer messages to exemplify the lovable customer experiences they are enabling.

The My Team Insights dashboard automatically captures team data for supervisors that highlights key success metrics such as contact times, case health trends, operator caseloads and more. Leaders can use this information to drive performance improvements in specific opportunity areas and implement team best practices.

The My Org Insights dashboard captures organization-level data, including industry analytics, conversational insight and real-time sentiment analysis. Organizational leaders can drill into key cases and conversations by region or other variables that may be outliers and work with supervisors and employees to achieve better outcomes.

Message Intelligence

AI-driven Alerting - Hi Marley’s message intelligence engine ingests conversational data and provides real-time “Needs Attention” alerts back to employees directly within their chat queue. The three underlying needs attention models include:

1. Litigation Risk
2. Negative Sentiment
3. Delays

By detecting and elevating the voice of the customer, operators can proactively identify areas of customer dissatisfaction and prioritize engagement and follow-up, de-escalating potential issues before they occur.

And by embedding intelligent alerting capabilities into conversational workflows, employees can improve response times, reduce cycle times and enhance customer satisfaction by addressing customer needs as quickly as possible.