

Financially **guaranteed** learning outcomes

Typical use applications include:

- Knowledge retention
- Speed-to-competency
- Agent wellbeing
- Onboarding
- Training needs analysis
- Evidence training effectiveness

100%

Improvement in agent **knowledge retention**

30%

Improvement in **speed-to-competency**

9/10

Employees prefer **continual assessment**



Clever Nelly shines a light on where the potential gaps are in our training. So, it's highlighting gaps in the material, but also highlighting to our people some of their own application of the knowledge and allowing them to take control.

Matt Stirland Director of Later Life Lending at Age Partnership



Evidence learning transfer & training ROI

Sustained improvements in customer **outcomes**

Typical use applications include:

- Sales enablement
- Increase revenue
- Increase conversion rates
- CSAT improvement
- Improve call quality
- Demonstrate good outcomes

16%

Sales conversion rate improvement

9%

Customer satisfaction improvement

9%

Improvement in **good customer outcomes**



Having gone through a period of considerable recruitment, we needed to quickly cement knowledge and competence in-role. We've seen downturns in average handling times, wrap time reductions and improvements in outcomes.

Dan Thompson Strategy and Transformation Director at Moneybarn



Deliver optimal outcomes



We have not identified a single instance where the AI has failed to improve employee knowledge retention and positively impact in-role performance.

Andy Wade Support Engineering Manager at Microsoft



Optimise performance



Maximise efficiencies



Clever Nelly is in the DNA of our customer service teams. Our people are really benefiting from the investment in their training. Simply by answering their Nelly questions, they're building up their knowledge base daily – almost without realising it. We know right away where to deliver training off the back of Nelly's MI. We've already seen an 18% improvement since launching. **Nucleus Financial**

Optimise service & agent performance

Typical use applications include:

- Service improvement
- Reduce cost-to-serve
- QA performance
- Call Abandonment Rate
- Call wait time reduction

13%

First Contact Resolution improvement

4.5%

Decrease in **Average Handling Time**

38%

Decrease in **Average Hold Time**

Drive operating **efficiencies**

Typical use applications include:

- Complaint identification
- Risk reduction
- Breach reduction
- Error reduction
- Increase agent productivity

30%

Decrease in **Average Wrap Time**

20%

Reduction in **reportable complaints**

30%

Reduction in **employee errors**