



Industry
Solution

How are Global Business Services profiting from Productivity Intelligence?



Productivity Intelligence Designed for BPOs

KYP.ai is a productivity intelligence solution that continuously captures operational data and identifies how your workforce, processes, and technologies can perform at peak performance.



Workforce

KYP.ai continuously captures agent workflows, allowing you to repeat your best work and streamline inefficiencies.



Processes

Automate process discovery capture and pinpoint how to improve them at scale.



Technology

Optimize technology usage and give the right tools to your teams to drive success.



AI and Automation

Drive transformation with advanced AI and automation, that identifies scalable and sustainable optimizations.

[Learn more](#)

10 Value-Creating Use Cases for Global Business Services

01 Improve Average Handling Time

Understand how to improve agent performance with continuous data-driven recommendations that improve your AHT by 20–30%.

02 Increase Productivity

Pinpoint where you can decrease non-productive time and reduce shrinkage, boosting your productivity by 18–30%.

03 Manage Shift Adherence at Scale

Use automated work schedule adherence to adapt real-time availability to demand, increasing active time per agent, by 2 hours per day.

04 Boost First Call Resolution

Use real-time guidance and Gen AI to guide more effective resolutions, boosting your FCR by 26%.

05 Streamline and Standardize Workflows

Determine processes that can be improved, eliminated, or streamlined to increase automation by 26%.

06 Reduce Passive Time

Maximize active time by 15% and optimize your utilization rates with data-driven resource allocation.

07 Drive Smarter Automation

Dynamic use case calculations quantify which automation and AI use cases best align to your goals, including increasing efficiency by 26%.

08 Replicate Top Performance

Capture and repeat the workflows of your top performers to increase service volume by 16% without increasing spend.

09 Identify Value Streams for Clients

Use KYP.ai to instantly understand and recommend improvements for your clients, identifying a \$2.5 million optimization.

10 Reduce Training Costs

Diagnose best training practices and workflows that allow employees to get trained 30% faster using KYP.ai data.



Why Choose KYP.ai?

KYP.ai uses data capture and AI analysis to pinpoint your improvement potential. The platform continuously provides real-time productivity intelligence, giving you the precise details to make on-the-fly adjustments and build long-term optimizations.

- ☒ 100% Guranteed Success Rate
- ☒ Market-Validated Leader
- ☒ Custom-Engineered for Business Services



Leaders already succeeding with KYP.ai



Go beyond hourly tracking:

Working 9–5 does not improve productivity. Use techniques proven to [empower employees](#) with the right mix of technology, processes, and workflows.

MINDSPRINT

Build better processes:

[Continuously capture processes](#) to see, understand, and improve short-and-long-term work. Mindsprint used process discovery to improve more than 600 level 4 processes.

Hollard.

Do more of what's working:

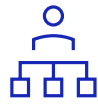
Identify, socialize, and replicate best practices. Hollard Insurance Group uncovered a 20% productivity potential increase by [adopting work patterns from peak performers](#).

Qinecsa

Focus on outcomes:

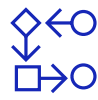
[With the right data flows](#), you have on-demand prioritization, results tracking, and real-time data to adapt to dynamic conditions. Qinesca uncovered 19% FTE optimization potential from productivity improvements.

Get Started with KYP.ai



Enterprise Steering

Guide operations in real-time with continuous data capture, analysis, and recommendations that improve productivity. Learn what hidden patterns and untapped potential lie within your data.



Process Discovery and Optimization

Automatically map as-is processes, analyze pain points, design elimination, streamlining, and automation solutions. Use automated impact reporting to quantify cost savings and efficiency increases.



Strategic Prioritization

Actionable recommendations offered by KYP.ai identify and calculate businesses use cases, enabling you to make data-driven decisions that drive ROI-oriented transformation initiatives.



Automation and AI Identification

Use KYP.ai's sophisticated review of process maps and variants to define, support, and guide where to implement Automation and AI to improve business outcomes.



KYP.ai Concierge

Enterprise leaders can answer any business question with conversational, self-service AI, that quickly mines through your operational data to provide insights. Use Concierge to have every answer with intelligent data on-demand initiatives.

Learn more

