



**Change how you Sell to and Service Customers with
the Most Comprehensive Agent Optimization Suite**

Playvox Agent Optimization Suite

Ensures quality performance is always being monitored, measured, trained, recognized and rewarded.

Comprehensive set of solutions:

- **Quality assurance**
- **Performance Management**
- **Coaching**
- **Learning**
- **Agent Recognition**
- **Agent Motivation**



Playvox Agent Optimization Suite

- Competitors offer only a portion of these tools
- Without Playvox, you must piece-meal together such a suite
- Increase revenue, customer satisfaction and agent & customer retention
- Automate the quality assurance process without leaving behind the personal factor
- Keep all stakeholders actively engaged in the quality assurance process



Playvox Overview

Our automated and centralized solutions integrate with your existing platforms and empower agents, team leaders, QA analysts, and managers with the tools and real-time intelligence needed to improve the customer experience and revenue generation within hours.

With Playvox you can calibrate quality across your organization and continuously improve your CX, NPS, and CSAT scores. You will easily measure and track your most relevant customer service metrics and identify priority issues effecting service and sales performance. Your agents will acquire new skills and perform at much higher levels through built-in incentive and motivation programs.



Playvox Quality

The ability to deliver quality service is something you achieve over time through introspection, analysis and constant improvement.

- **Pinpoint and enhance agent skills** by easily creating personalized training courses and quizzes.
- **Drive intelligent decision making** by pushing agent performance and customer service intelligence right to managers via Playvox dashboards, scorecards and automated reports.
- **Centralize all your customer service interactions** within minutes. We integrate seamlessly with a myriad of customer service, CRM and contact center platforms including Zendesk, Salesforce, Talkdesk, Freshdesk, RingCentral, LiveChat, Five9 and Intercom.
- **Keep all stakeholders actively engaged in the QA process** by giving agents the opportunity to provide real-time feedback on courses and quizzes.
- **Centralize and automate your entire QA process** from beginning to end.: Simplify your workloads by automatically assigning random customer interactions for QA review and keep track of your quality analysts' productivity.

Centralize and automate your entire QA process, from beginning to end. This ensures quality performance is always being monitored, measured, trained, recognized and rewarded.

Integrate seamlessly with one or multiple service platforms. Bring all your customer service interactions to Playvox within minutes.

Playvox integrates with the following platforms:



INTERCOM



Playvox Performance

Measuring and tracking performance keeps your customer service operation on track to achieve and exceed targeted customer and agent satisfaction scores.

- **Create and set KPIs for your customer service:** Track agent performance and measure quality. Adjust your KPIs according to your needs and the needs of your teams.

- **Customize your objectives and keep track of your teams' progress:** Easily measure where your team members stand and identify the KPIs they need to improve on.
- **Share your KPIs with your customer service team and make your process collaborative:** Agents feel more empowered when they are able to monitor their progress and know their rankings compared to other team members.
- **Follow up with the Coaching Module to help agents improve in their KPIs:** You can start coaching sessions with your agents based on specific performance results; that way they can have a better understanding of the issues they need to address.

Track agent performance and measure the impact of your QA process with Playvox Performance. Connect all your data, and measure and consolidate your agents' KPIs such as NPS, CSAT, AHT, etc.



Playvox Coaching

Studies (McKinsey) show that the more you coach your agents, the more likely they are to stay and perform better.

- **Create personalized courses:** Develop personalized training courses and quizzes for agents to pinpoint and improve their skill sets.
- **Create coaching templates:** Develop personalized content based on unique or recurring issues, send the right module to the right agent at the right time.

- **Create interactive coaching cards:** Develop coaching cards with goals and dates of achievement to easily organize your sessions.
- **Track and compare team improvement:** Managers and evaluators can track the progress of coaching sessions and agents' improvement levels over time.
- **Enable Agent to Offer Feedback:** Agents can rate each coaching session based on their level of satisfaction against set goals.

Drive continuous agent improvement by coaching your agents to solve specific issues (quality, compliance, workflow, etc.) and improve their skills to avoid future challenges.



Playvox Learning

Continuously improving your agents' skill sets leads to ever-increasing customer service performance

- **Create instructional eLearning courses:** Provide your customer service team with all the educational information they need and enable them to participate in the learning topics they want to improve on.

- **Offer a friendly knowledge base:** Allow your team members to access all the necessary information they need to align them with your business initiatives.
- **Send targeted Learning sessions:** Identify areas which your agents need to be trained on; send them targeted learning sessions and easily track their results.
- **Enroll employees in one or multiple learning courses:** Review your team's progress and evaluate their knowledge by creating course quizzes.

With Playvox Learning you can send targeted trainings to the right agents at the right time.

Encourage agents to learn and refresh their knowledge with targeted content and quizzes with Playvox's lightweight LMS.

Playvox Learning gives you the ability to create any content whether it is to improve soft skills, language, product training, support, and others.



Playvox Recognition & Motivation

Everybody loves a little recognition, and incentives can go a long way toward inspiring higher performance

- **Leverage motivation tools to keep performance high:** Customizable and gamified motivation tools keep your workforce operating at peak levels.

- **Create and customize your own Karma Store:** Easily create an online store to award your agents for their stellar performance. You choose which rewards you want to offer and how many Karma points are required to earn each reward.
- **Redeem the Karma points earned:** Your agents can redeem their points for exciting gifts.
- **Keep your agents engaged:** Use the built-in social community wall to create a cohesive agent team which inspires one another. This also keeps agents (onsite or external) highly engaged.

Our Key Differentiators

- Playvox empowers your agents, team leaders, QA analysts, and managers to optimize Service and Sales performance.
- Only Playvox offers an end-to-end suite of tools to monitor, coach, train, recognize, motivate, incentivize and reward agents.
- With Playvox, you will centralize and automate your entire QA process, from beginning to end. This ensures quality performance is always being monitored, measured, trained, recognized and rewarded.
- Create a cohesive agent culture by building real time collaboration and recognition communities around your customer service and sales teams.
- Playvox is the end-to-end, value-added QA software of choice for Zendesk.



Testimonials

“Save time and centralize your entire quality assurance process - The integration with Zendesk has reduced our QA process time, as Playvox allows us to create specific filters and to easily evaluate interactions based on those filters.”

ALEXEY KRASNICHENKO, QUALITY ASSURANCE MANAGER - PLESK

“Increase your team’s performance and productivity - With Playvox we had a 300% increase in the number of evaluations we perform for an agent per month.”

EMILIA SOLNICA, TRAINING COORDINATOR - WEBINTERPRET

“Playvox is used in our Patient Contact Center to keep our agents engaged, updated with company announcements and changes and it’s also used to measure and recognize a job well done. It’s one of our secret weapons!”

DALIA RIOS, PATIENT CARE DIRECTOR AT JEFFERSON DENTAL CARE

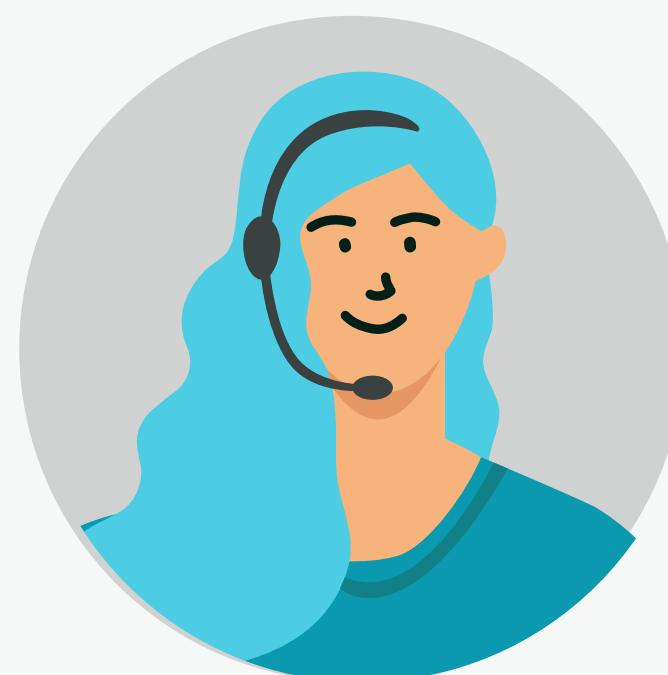
“Playvox has been a game changer for us ever since we onboarded it as a QA tool for Support interactions almost 2 years back. At BrowserStack, ‘Quality’ forms the basis of everything we do. Whether it is our products, the support or the overall customer experience, we always look to better it. Playvox has helped us do exactly that. Our 98% CSAT is a testimony.”

PRASUN CHOUDHURY, DIRECTOR GLOBAL CUSTOMER SUPPORT & INFOSEC SUPPORT AT BROWSERSTACK

Modern businesses and BPOs rely on Playvox empower agents, team leaders, QA analysts, and managers with the tools and real-time intelligence needed to improve the customer experience and revenue generation within hours.



Quality Analyst



Agent



Administrator



Team Leader

At Playvox, we believe great customer experiences start with people.

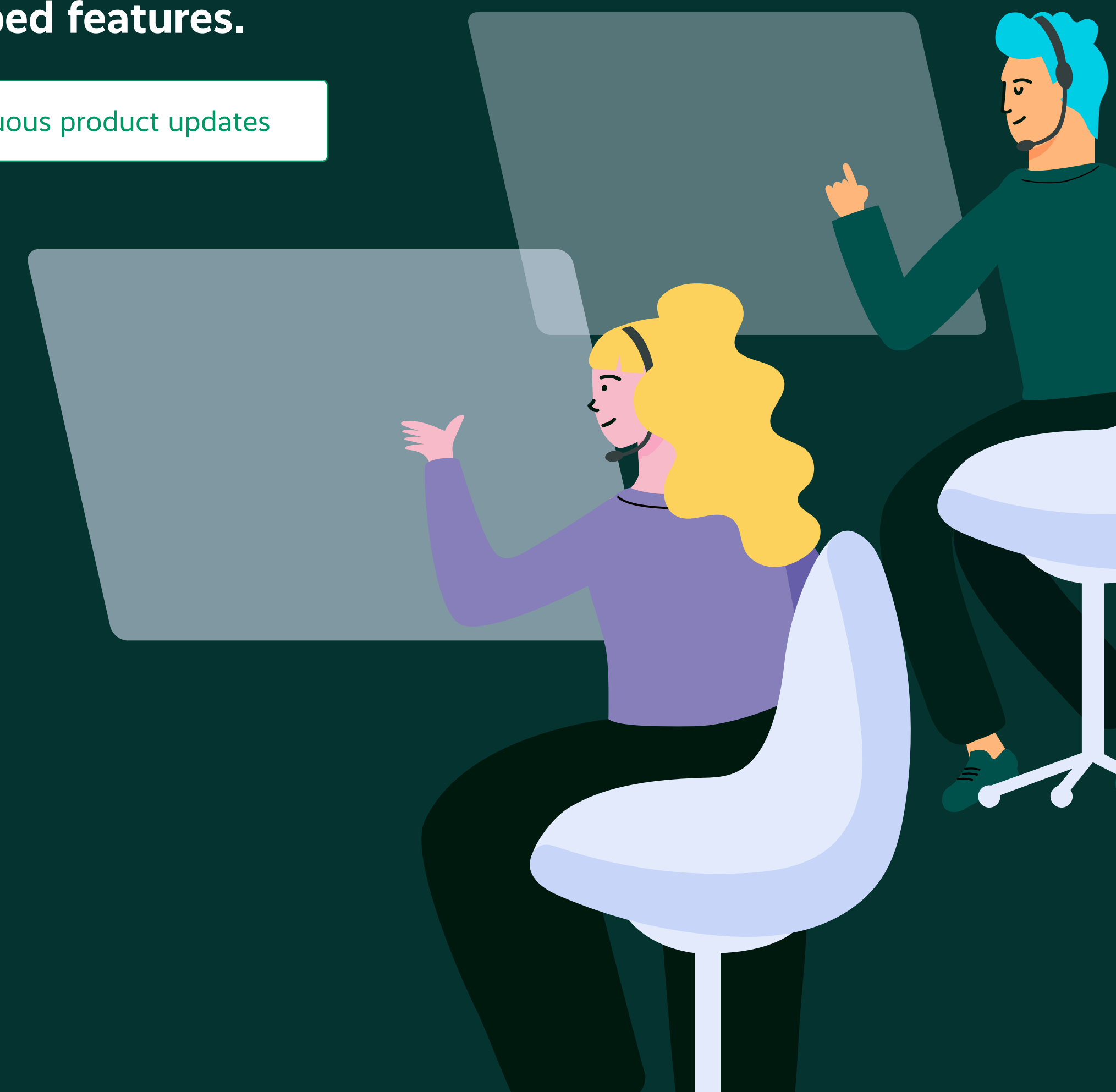


You'll Also Enjoy

- No storage limit, as Playvox accesses information on-demand.
- Customer success and product training for all customers.
- Constant product updates and improvements.
- Integrations with over 9 different leading CRM and service software solutions.
- Most efficient and productive way to improve customer service.

Stay current with all our newly developed features.

Continuous product updates



Thank you!

