



Playvox helps you improve the quality of customer service while leaving spreadsheets behind



Identify and prioritize problematic interactions with your customers.



Add personalized agent dashboards to give them visibility of their results and empower them to be proactive.



Integrate with most CRMs or service software and bring your customer interactions to Playvox.



Conduct quality calibrations to measure and identify areas for improvement. Help your team deliver consistency in their QA evaluation process.



Create filters and prioritize the most relevant interactions the improvement of your quality process.

Easily develop your agents' skills with Playvox

- ▼ Identify your agents weakest skills.
- ▼ Give real-time feedback and improve collaboration.
- ▼ Create interactive coaching sessions with goals and dates of achievement to easily organize and keep track of them.
- ▼ Create online Learning courses for your team.

Zendesk & Playvox: the perfect complement

Unify your support tickets and chats to run Quality Assurance in one centralized place.



Our Zendesk Support & Chat integrations help teams:

- ▼ Filter most important support tickets and chats by:
 - Call duration
 - First resolution time
 - Response time
 - Status
 - Priority
 - Among many others.
- ▼ Generate reports based on evaluation results. Identify areas in which your agents need to improve.
- ▼ Give your agents real-time feedback based on specific customer interactions in their evaluation results.

Our customers are our best witnesses

“ 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. The tool integrates with our ticketing system with ease. No customization, no outsourcing of integration efforts, no unnecessary costs. It just works!”

Prasun Choudhury

Director Global Customer Support & InfoSec Support - **BrowserStack**

“ The integration with Zendesk has reduced our QA process time, as Playvox allows us createspecific filters and to easily evaluate interactions based on those filters”

Alexey Krasnichenko

Quality Assurance Manager - **Plesk**

“ We use Playvox as a unifying platform in all our offices: China, Poland, US and Spain. It allows us to set up the same standards and provide a more flexible learning schedule.”

Emilia Solnica

Training Coordinator - **Webinterpret**