



Overview

We are on a mission to help you deliver
Perfect Customer Interactions

Playvox Overview

Streamline your quality assurance program with Playvox, the omnichannel QA platform for customer service teams.

Spreadsheets are manual, time-consuming, inefficient and lack detailed and personalized information.





Good quality management provides a powerful competitive advantage as it can increase agent performance which ultimately translates into good customer service. With Playvox you can consistently improve your CX, NPS, and CSAT by measuring your most relevant customer service metrics, Identifying priority issues, quickly changing behaviors, training and motivating agents to perform better.



Why Playvox

► **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**

► **Increase customer retention by providing better CX** - Research shows that a 5% increase in customer retention can lead from a 25% to 95% increase in profits. **Frederick Reichheld** of Bain & Company.

► **Improve customer service for new customers** - 85% of customers are willing to pay 25% more for a better customer experience. Zendesk

► **Deliver consistent quality customer service across all your communication channels** - pleasing customers with the expected level of quality increases customer satisfaction by **20%** and it also helps the company increase revenues by more than **15%**. **McKinsey & Company**

Our key differentiators

Recognize and reward your agents with points that they can exchange for gifts, based on their Quality, Coaching, Learning and overall PlayVox results.

Easily identify priority issues that your agents are having with your customers.

Provide your customer service team with all the educational information they need in a didactic and participative way.

Track agent performance and measure the impact of your QA process.



Solve and improve issues in: quality, behavior, compliance, soft skills, customer experience, among many others.

Playvox gives you tools to manage your entire agent life-cycle.

Playvox Quality

- ▶ **Filter and prioritize tickets according to your preferences:** Create filters to help you find priority interactions and easily identify the issues your agents are having with your customers.
- ▶ **Build and customize scorecards:** Easily build QA scorecards in minutes and customize them according to your needs. Effortlessly transition your current QA process with our friendly and flexible scorecard builder.
- ▶ **Give your agents real-time feedback:** Make your QA process collaborative by allowing your agents to participate in the evaluation process with built-in collaboration, real-time feedback within the evaluations and messaging.
- ▶ **Generate detailed analytics for your team:** Generate data-driven reports to easily identify areas of improvement and
- ▶ **Put your QA program on Autopilot:** Simplify your workloads by automatically assigning random customer interactions for QA review and keep track of your quality analysts' productivity.
*Professional Plan feature.

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



Playvox Performance

- ▶ **Create and set KPIs for your customer service:** Adjust your KPIs according to your needs and each of your teams' needs.
- ▶ **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, measure and consolidate your agents' KPIs such as NPS, CSAT, AHT, among many others.



Playvox Coaching

- ▶ **Create personalized coaching sessions:** Create coaching sessions and templates based on your team's Quality and Performance results. Coaching sessions are fully customizable and can be sent to one or multiple agents at once.
- ▶ **Create coaching templates:** Create coaching templates based on recurring team issues related to Quality, Performance or any other topic. Coaching sessions can be tailored to your needs and your team's needs.
- ▶ **Create interactive coaching cards:** You can create coaching cards with goals and dates of achievement to easily organize your sessions.
- ▶ **Track and compare team improvement:** View your team's improvement over specific periods of time and identify the effectiveness of each coaching session.

Drive continuous agent improvement by coaching your agents to solve issues in specific service interactions; help them correct issues in CSAT, NPS, CX, compliance, behavior, and others.



Playvox Learning

- ▶ **Create instructional eLearning courses:** Provide your customer service team with all the educational information they need and allow 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 on 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

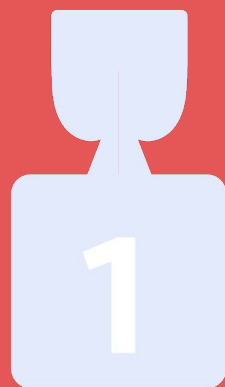
With Playvox Learning you can send targeted trainings to the right agents at the right time. Encourage agents to learn and refresh their knowledge with targeted content and quizzes with Playvox's lightweight LMS.

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



Playvox Motivation

- ▶ **Create and customize your Karma Store:** Customize the rewards you want to offer to your customer service team and how many Karma points each reward is worth.
- ▶ **Redeem the Karma points earned:** Your team can redeem the points earned for the rewards offered in the Karma Store.
- ▶ **Team members can give their peers recognition badges:** Peers can recognize each other for their good performance and results.



Motivation drives agent engagement and increases performance, which is why within Playvox we have created an innovative concept called Karma Store. The Playvox Karma Store is a place where agents are rewarded with Karma Points based on their Quality, Performance, Coaching, and Learning results. These points can be redeemed by the rewards you customize to offer in your Karma Store.

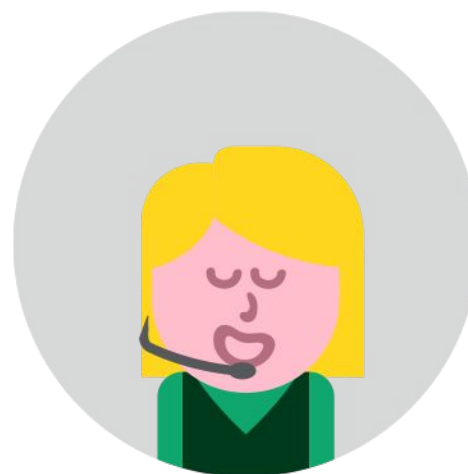
With Playvox motivation you can publicly recognize your agents with badges, based on their Quality, Performance, Coaching and Learning results.



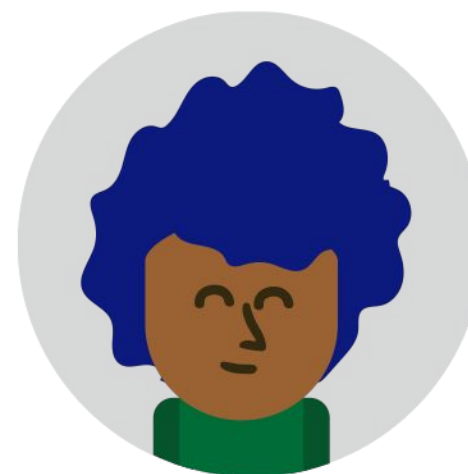
Small, medium and large businesses rely on Playvox to manage their quality assurance programs. You can also be one of them by leaving behind home-grown systems, old school QA software and time consuming spreadsheets to a smarter, faster and enjoyable approach to customer service quality assurance.



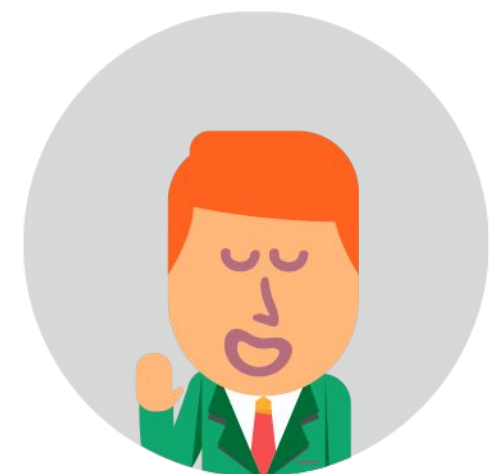
Quality analyst



Agent



Administrator



Team leader

Our Added Value



- ▶ Multiple QA tools for the entire agent life-cycle: QA, Performance, Coaching, Learning, and Motivation.
- ▶ 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.
- ▶ More efficient and productive way to improve customer service.
- ▶ Playvox automates the quality assurance process without leaving behind the personal factor.
- ▶ Empower your teams to work together in a more purposeful way to improve CS and eliminate



**Thank
you!**

