



Overview

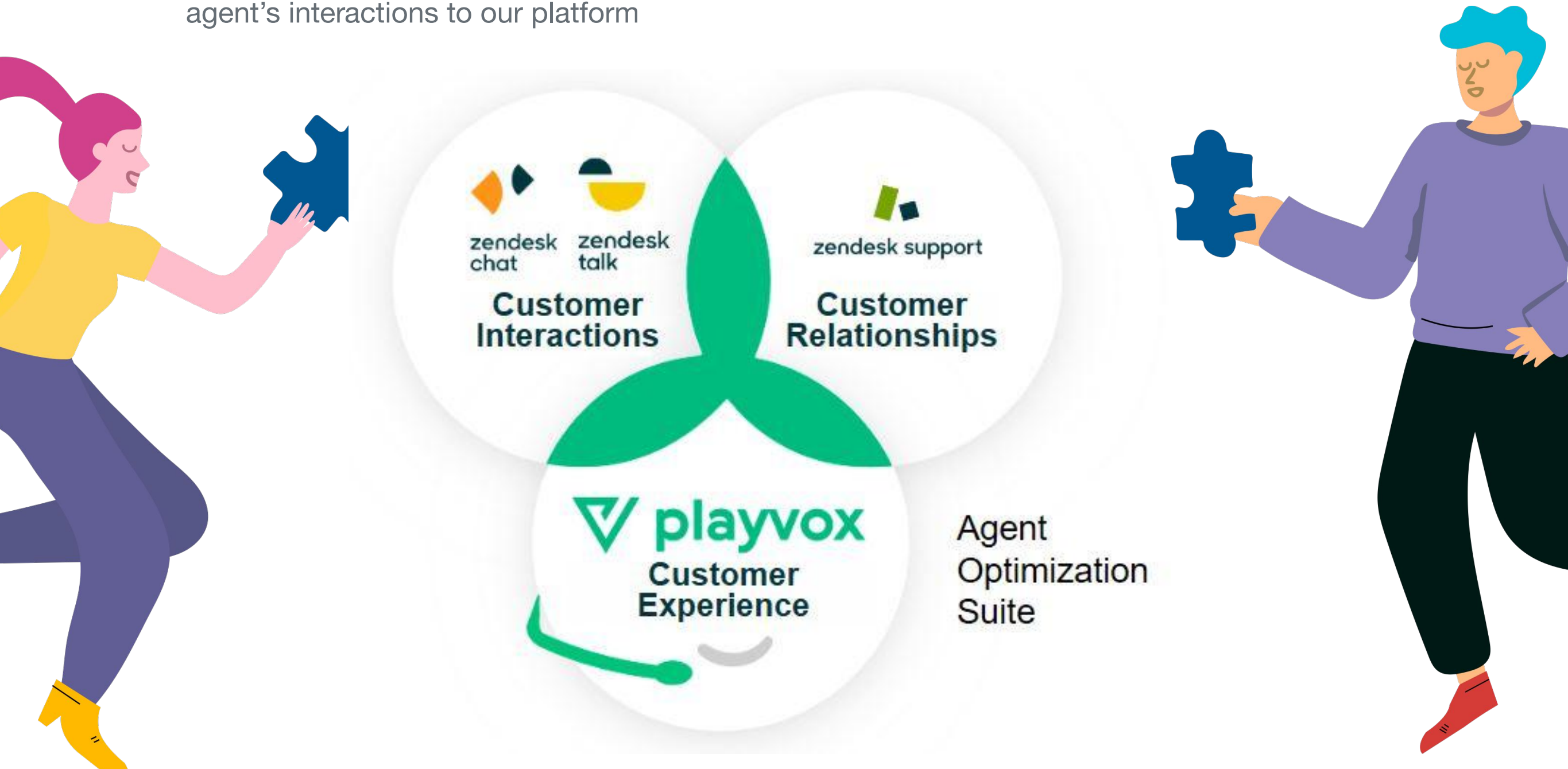
We are on a mission to help you deliver
Perfect Customer Interactions

What is Playvox

Playvox is a Quality Assurance software that allows you to monitor your customer service interactions across different communication channels.

We help you deliver perfect customer interactions by engaging and empowering your agents with our QA software.

We currently offer a wide range of integrations that allow you to automatically bring your agent's interactions to our platform



With Playvox you can?

1- Easily find customer service interactions:

- ▶ Create and personalize filters to easily find the customer interactions you need.
- ▶ You can create filters that allow you to find interaction by type of channel, date of creation, date of resolution, among others.

2- Evaluate your agents:

- ▶ Create scorecards to evaluate your agents interactions.
- ▶ While you evaluate an agent, you can simultaneously listen to or view the customer interaction.

3- Generate reports based on agent performance:

- ▶ Generate reports to help you identify areas of improvement.
- ▶ Train, coach and motivate your agents based on their performance.

Why Playvox?

We help you empower your agents, so they can deliver Perfect Customer Interactions:

- Improve your customer service experiences.
- Measure customer service quality in the smartest way possible.
- Save time in your QA process.
- Evaluate more customer interactions in less time.
- Drive agent improvement and engagement by using continuous feedback and coaching.
- Increase agent performance and productivity.

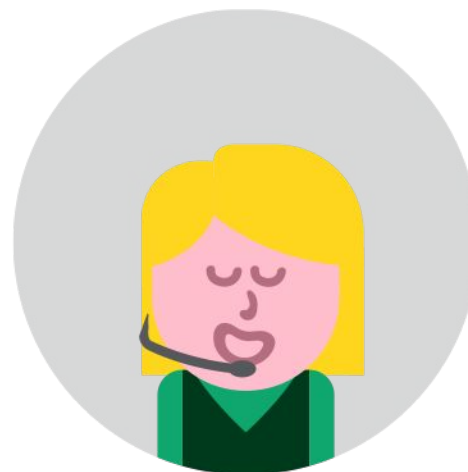




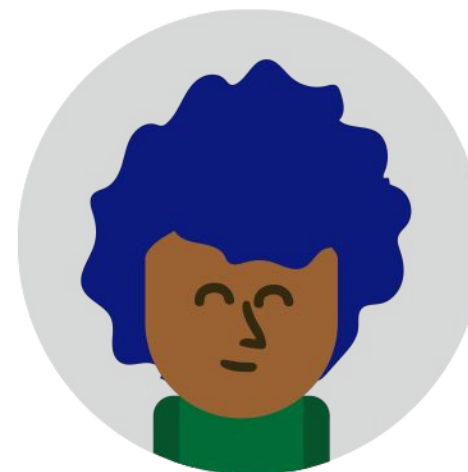
Small, medium and large businesses rely on Playvox to manage their quality assurance programs. You can also be one of them by leaving behind home-grown systems, old school QA software and time consuming spreadsheets to a smarter, faster and enjoyable approach to customer service quality assurance.



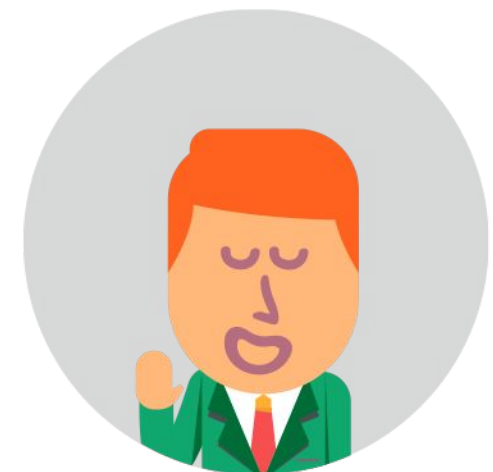
Quality analyst



Agent



Administrator



Team leader



**Thank
you!**

