

# Suite

## Boost your team & QA

Users are defined as:

Administrators, Team Leaders,  
Quality Analysts and Agents



### QUALITY PROCESS

- QA form builder (unlimited scorecards)
- CRM Integrations 1 integration
- (Helpdesk, CRM, phone, chat)
- Filter & Prioritize interactions.

### MONITORING

- Reports by Agent, Team Leader, Analyst or Teams.
- Advanced reporting.
- Quality calibration.
- Automated workload assignment.
- **Performance** Connect data, measure and consolidate your agents' KPIs such as NPS, CSAT, AHT, among many others.

### TEAM IMPROVEMENT

- **Coaching** Solve and improve issues in: quality, behavior, compliance, soft skills, customer service, among many others. (Unlimited Coaching Sessions)
- **Learning** Provide your customer service team with all the educational information they need in a didactic and participative way.
- **Motivation** Reward agents with points based on their Quality, Coaching, Performance, Learning and overall Playvox results.

### OTHER FEATURES

- OAuth via Google
- OKTA and Onelogin integration
- SAML single sign on
- Multi-site Management

**\$40**

Per user per month.  
On annual contract.