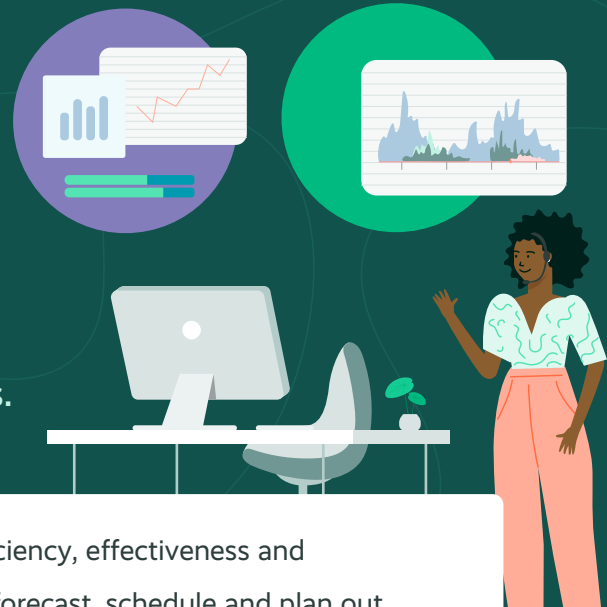




Workforce Engagement For Salesforce with Playvox

Master Operations. Reduce Costs. Delight Customers.



Transform your customer service operations into a hub of efficiency, effectiveness and engagement by integrating Salesforce Contact Center. Easily forecast, schedule and plan out various scenarios for optimal capacity to minimize wait times and delight customers. Improve agent productivity by providing real-time metrics and eliminate context switching. Identify trends and prioritize the data you review, while also motivating and engaging agents through recognition and badges. Playvox empowers your workforce to drive stronger customer experiences.



Increase efficiency

Get a deeper understanding of your inquiries and required workload to optimize your operations. Use data across all platforms, interactions, and workflows, along with self-adjusting algorithms to continuously improve forecast accuracy and minimize customer wait times.



Reduce operational costs

Improve visibility into daily operations with up to the minute data to gain a holistic view across interactions, Salesforce channels, and platforms. Monitor adherence and occupancy rates to adjust operations as needed. Enhance agent status reporting and automatically stop handling timers when agents are inactive so you can get a clear picture of what's going on.



Create better customer outcomes

Uncover critical insights with comprehensive reports that surface strengths and improvement opportunities in your process, providing a guide to superior customer experiences. Easily view metrics such as volume vs. forecast and adherence in dashboards. Plus, understand your schedule summary, shrinkage, leave hotspots, and more, to make better decisions.



"Playvox has been the best onboarding experience - ever. They were very supportive right from the beginning. We had this conversation about what we need, and we had multiple sessions of video calls where they were showing everything that I need to do. And I mean, everything, everything. The other tools that I checked out did not provide onboarding. Just free trials. When I opened those trial tools, it was overwhelming. I did not know what to do, where to click, where to go."

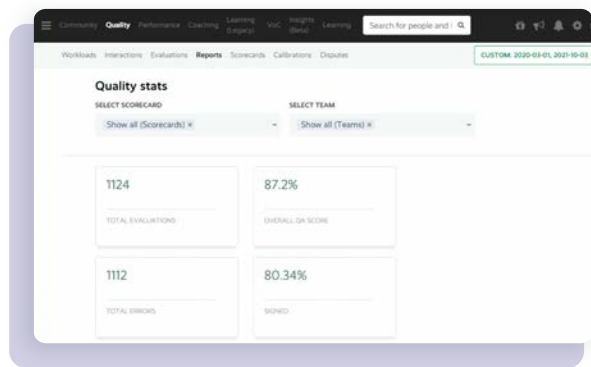


Our top awards



Identify trends and problems.

Identify key insights and trends and prioritize the data you review by syncing metadata from Salesforce such as case number, case reason, or SLA violation. Understand patterns and recurring issues to confidently provide insights on the quality of your customer interactions.

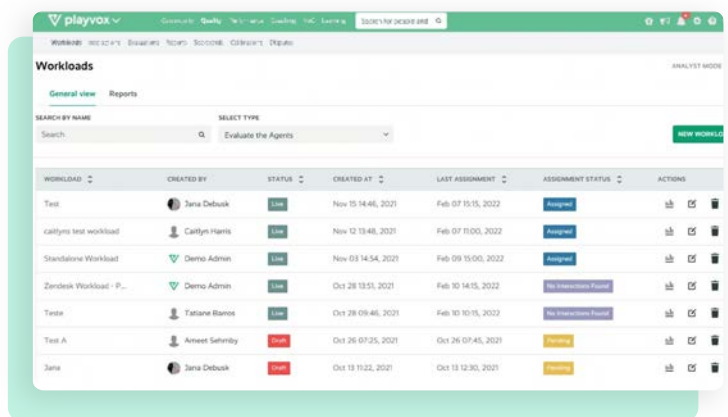


Optimize scheduling – without overstaffing.

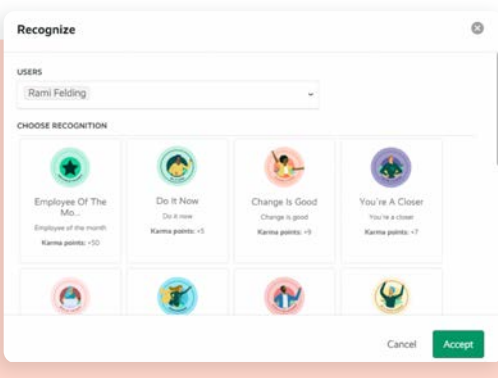
Leverage your forecasts to more accurately schedule your teams. Quickly view KPIs, skill sets, agent availability and more to determine scheduling needs and ensure that agents with the right skillset are always available. Avoid scheduling conflicts by easily accounting for PTO and FMLA, along with training, coaching, or learning sessions.

Connect learning with coaching

Help your team deliver consistently positive customer experiences by providing a seamless, closed-loop coaching process. Translate evaluation results into learning plans, easily schedule learning during off-peak hours, and monitor completion rates to streamline the coaching process.



WORKLOAD	CREATED BY	STATUS	CREATED AT	LAST ASSIGNMENT	ASSIGNMENT STATUS	ACTIONS
Test	Jana Debusk	Live	Nov 15 14:46, 2021	Feb 07 15:15, 2022	Assigned	🔍 📄 🗑️
calltims test workload	Carlynn Harris	Live	Nov 12 13:48, 2021	Feb 07 11:00, 2022	Assigned	🔍 📄 🗑️
Standardize Workload	Demo Admin	Live	Nov 03 14:54, 2021	Feb 09 15:00, 2022	Assigned	🔍 📄 🗑️
Zendesk Workload - P...	Demo Admin	Live	Oct 28 13:51, 2021	Feb 10 14:15, 2022	No Intermediate Found	🔍 📄 🗑️
Test A	Katiane Blariss	Live	Oct 28 09:46, 2021	Feb 10 10:15, 2022	No Intermediate Found	🔍 📄 🗑️
Test A	Annest Sahmby	On Hold	Oct 26 07:25, 2021	Oct 26 07:45, 2021	Completed	🔍 📄 🗑️
Jane	Jana Debusk	On Hold	Oct 13 11:22, 2021	Oct 13 12:30, 2021	Completed	🔍 📄 🗑️



Motivate & engage your agents

Recognize agents with badges and leaderboards to build collaboration and promote higher employee satisfaction. Award points for various activities such as community posts, signing evaluations, and more. And create a virtual water cooler where agents can chat regardless of their location.



Playvox's powerfully simple workforce engagement management (WEM) solutions transform customer care. We deeply understand that exceptional employee engagement produces extraordinary customer experiences, and we love creating tools that help our customers unlock the full potential in every employee and every interaction. Playvox powers the world's fastest-growing brands.

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