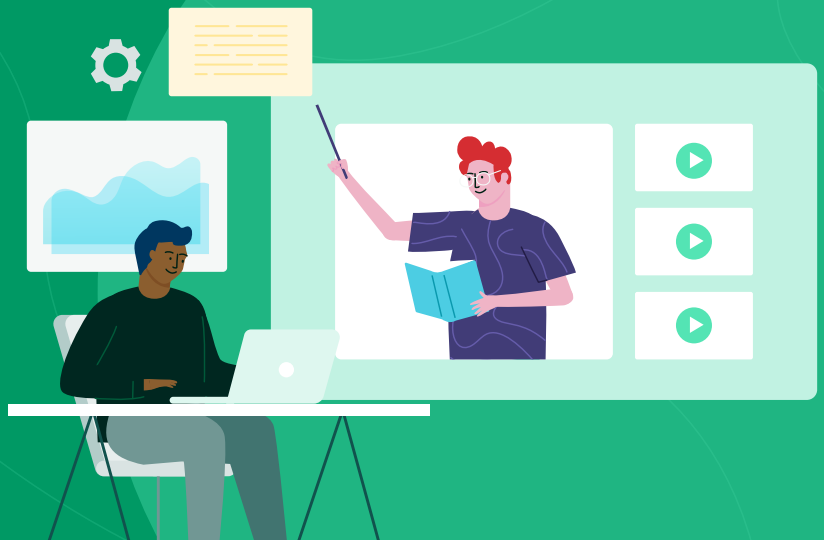




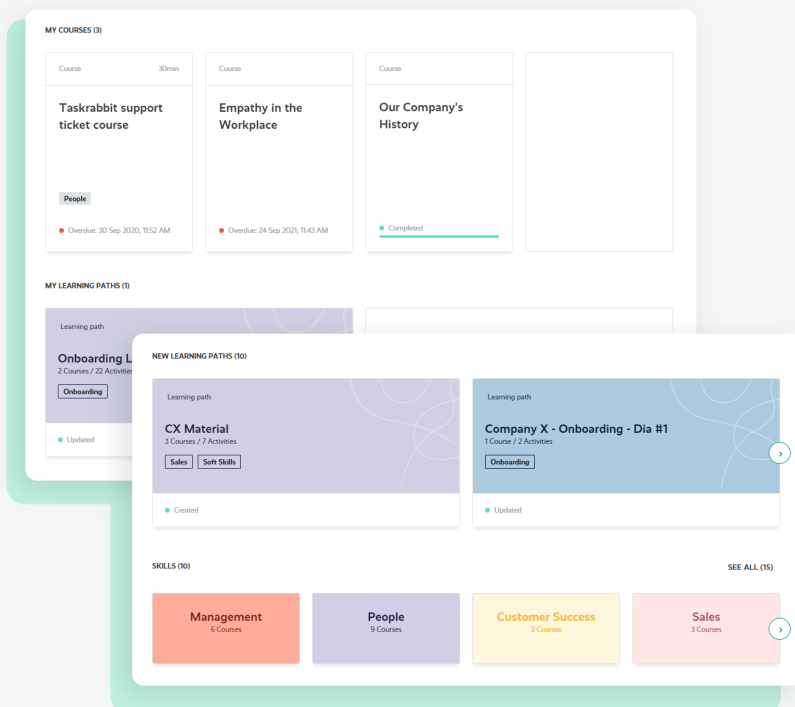
Playvox Learning

Eliminate knowledge gaps and streamline employee onboarding to improve customer experiences.



Develop courses. Optimize learning. Track progress.

Customer support agents are one of the most critical factors when it comes to customer satisfaction. Proper training on products, services and processes is imperative for agents to create great customer experiences.



Take your quality processes to the next level by closing any skill gaps with relevant learning material. This will drive excellent customer experiences, every time.

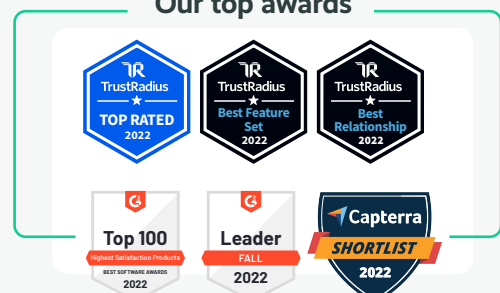
- Develop comprehensive courses with interactive content and quizzes.
- Optimize learning by sending targeted courses or creating comprehensive learning paths.
- Track progress and measure knowledge as part of coaching programs.

"With our growth, there's an emphasis on agent skills development... The combination of quality evaluations and follow up for coaching and training is important for our compliance requirements."



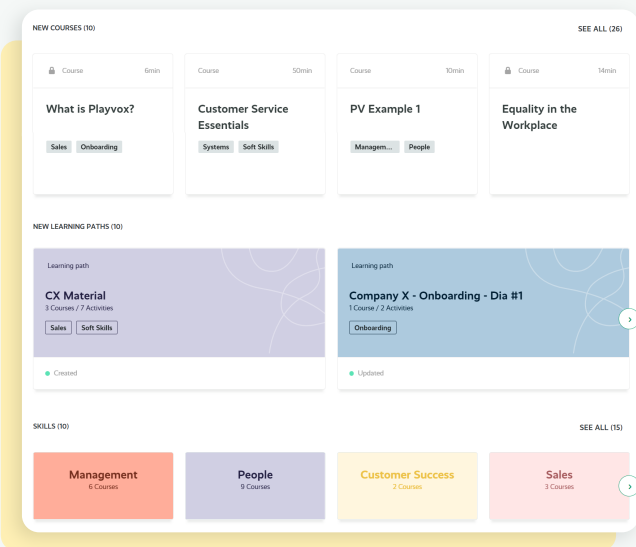
Lauri Haav,
Head of Customer Loyalty, Monese

Our top awards



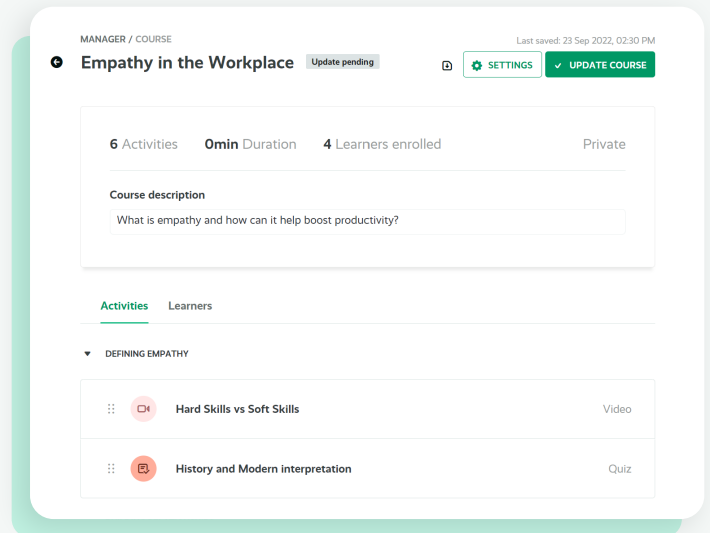
Develop Courses: Enable team leaders and trainers to easily create engaging courses.

Your team will be able to quickly create consumable knowledge-based courses – no experience required. Leverage a variety of multi-media formats including slides, videos and activities to boost engagement and knowledge retention. Easily update sections or modules as products or processes change.



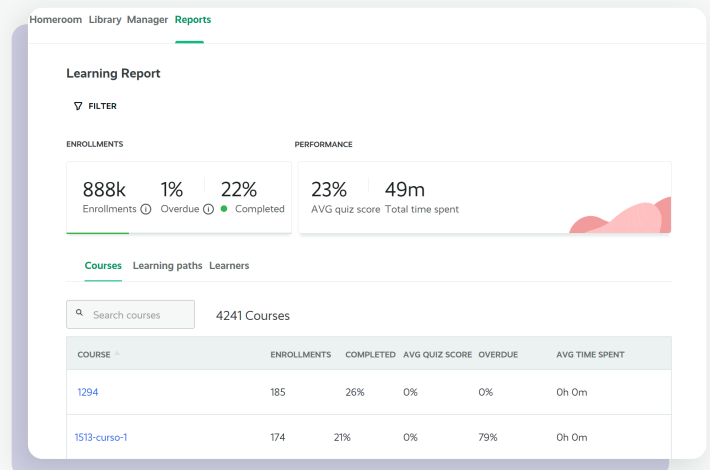
Track Progress: Review progress and evaluate knowledge of content presented.

Track course completion rates to measure progress and identify agents who are falling behind their learning goals. Incorporate knowledge checks throughout your courses to ensure team members are retaining the content and concepts being shared. Review course assessments to confirm the effectiveness of each course and update content to improve clarity for complex topics.



Optimize Learning: Enroll your employees in learning courses designed to close knowledge gaps.

Streamline new agent onboarding with customized learning paths that follow a well-rounded lesson plan. Learning paths can contain multiple courses and quizzes to measure knowledge retention. Coaches can also send targeted learning courses to agents based on identified areas where additional support and training are needed.



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.

- playvox.com
- twitter.com/playvoxcx
- linkedin.com/company/playvox
- facebook.com/playvox