

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.

Course	30min	Course	Course		
Taskrabbit sup ticket course	oport	Empathy in the Workplace	Our Company's History		
People Overdue: 30 Sep 2020	1, 11:52 AM	Overdue: 24 Sep 2021, TI-43 AM	Completed		
LEARNING PATHS (1)					
Learning path					
Onboarding L	NEW LEARNIN	IG PATHS (10)			
Onboarding L 2 Courses / 22 Activities	NEW LEARNIN			Learning path	
2 Courses / 22 Activities	Learning p CX Ma 3 Courses /	aith		Learning path Company X - Onboarding - Dia #1 Lourer / Archites	Y
2 Courses / 22 Activities Onboarding	Learning p CX Ma 3 Courses /	urth tterial 7 Activities Sent Skills	X	Company X - Onboarding - Dia #1 1 Course / 2 Activities	Y
2 Courses / 22 Activities Onboarding	Learning p CX Ma 3 Courses / Sales	urth tterial 7 Activities Sent Skills	X	Company X - Onboarding - Dia #1 1Course / 2 Activities Deboarding	SEE AL

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

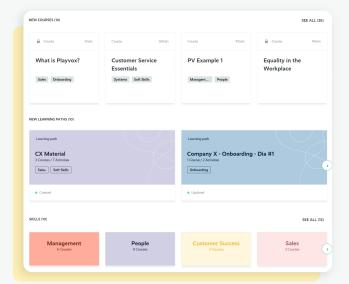


Develop Courses: Enable team leaders and

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.

mpathy ir	the Wo	rkplace	Update pending	Ð	SETTINGS	✓ UPDATE COURSE
6 Activitie	s Omir	n Duration	4 Learners	enrolled		Private
Course desc	ription					
What is en	pathy and ho	ow can it help	boost productivity	12		
	Learners					
Activities	ТНҮ	vs Soft Skills				Video



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.

Learning Report	ts				
ENROLLMENTS	PERFC	ORMANCE			
888k 1% Enrollments ① Overdue	① • Completed A	23% 4 VG quiz score Te	l9m otal time spent		
Q Search courses	4241 Courses				
COURSE A	ENROLLME	NTS COMPLETED	AVG QUIZ SCORE	OVERDUE	AVG TIME SPENT
1294	185	26%	0%	0%	Oh Om
1513-curso-1	174	21%	0%	79%	Oh Om

V playvox

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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