



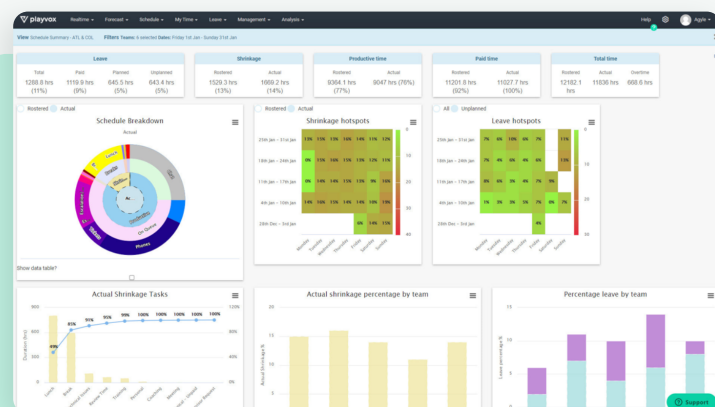
Playvox Performance

Centralize KPIs into a single source of the truth, give your teams visibility into areas for improvement and track performance progress over time.

Aggregate your performance data. Empower your agents. Gain visibility to the most important metrics.

Playvox Performance displays over 60 metrics and 100+ points of data in a configurable view. Easily filter views by team, or individual worker level, with key metrics or KPIs highlighted for convenience.

Metrics including overall or channel-specific occupancy, utilization, handled, resolution rates, and more all help to identify productivity trends across your workforce. Metrics can be rolled up by time period (ie. weekly, monthly) to identify trends or inconsistencies, making coaching a more efficient and impactful process.



"The fact that we are able to pull in the other metrics, such as CSAT and QA, means we have a balanced view on how we are delivering service globally in real time. It blows me away how easy this has all been."

Yvonne Gilmour, Head of Service Delivery



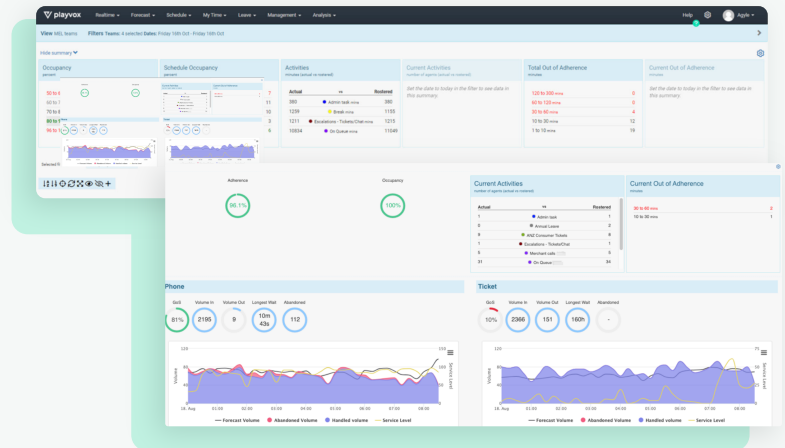
Our top awards



Connect all your data. Manage and measure all your most critical performance metrics.

Consolidate information into Playvox from your various statistic and KPIs sources to help create a single source of the truth. This will drive a consistent effort across your organization to improve the most critical performance metrics.

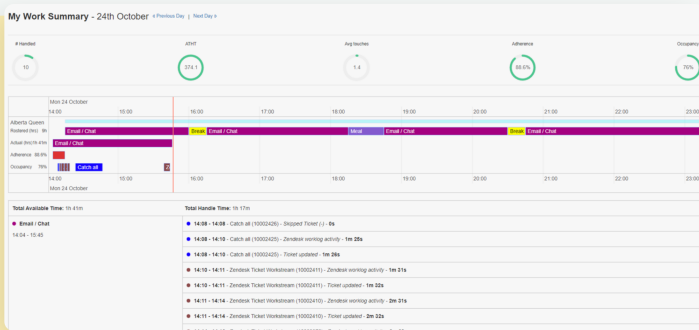
Create dashboards by teams to customize the focus for each group. Set goals for each individual KPI and see which KPIs have been met. Create as many KPIs as needed and track performance progress by individual team members.



Empower agents.

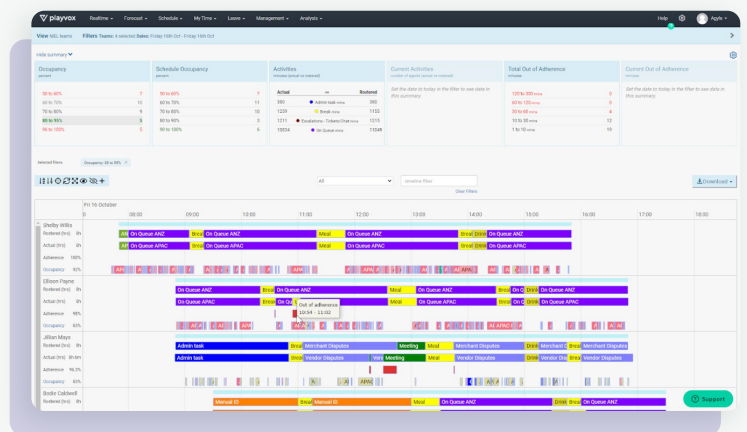
Agents can be given visibility of their own metrics to understand their performance in real-time. Performance reporting provides an easy way to identify trends over time.

Custom grouping of interactions for reporting purposes helps to better align with business units/departments regardless of channel. Agent have a holistic view of performance in one single source of the truth.







Dashboard Work Summary.

See a multitude of metrics all within a single page. Dashboard displays scheduled versus real- time to assist you in knowing when to make changes to the current plan. Our simple, interactive dashboard covers the KPIs you need to master performance goals including shrinkage, adherence, workstreams, occupancy, service levels, and schedule accuracy.



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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