



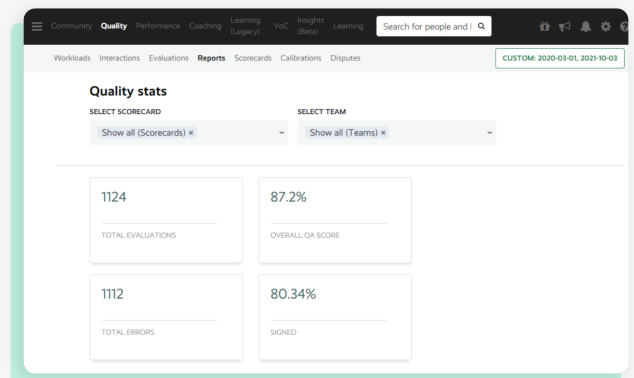
Playvox Quality Management and Coaching

Quality Management for the way you do business now. Deliver consistent and automated feedback to improve results with coaching tied directly to quality.

Assign work automatically. Engage agents. Calibrate to consistency

Quality Assurance (QA) tools are great, but by the time an issue is found, the customer experience has already suffered. Playvox addresses this need, going beyond basic problem identification to problem prevention with a flexible and digital-first Quality Management (QM) solution.

With Playvox QM, you can automate work for your quality team creating a more efficient, and less costly, process. Create powerful scorecards in minutes, calibrate evaluations against expert opinions, evaluate analysts, and automate the dispute process.



OVERVIEW BY

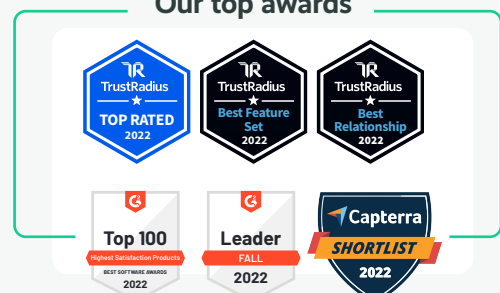
SCORECARD	TEAM	ANALYST	SECOND EVALUATORS	AGENT
Q Select scorecard				
EXPORT				
SCORECARD	TOTAL EVALUATIONS	QA SCORE	ERRORS	
ariel test new	2	200%	0	
long text	2	100%	0	
long text return	2	100%	0	
multiple	1	100%	0	

Playvox QM also enables you to prevent and close employee skill gaps with a seamless integration to Coaching. After gaps are identified, coaches can build plans using current and historical data, and automatically track progress against goals once a session is complete.

"We didn't have practical ways to showcase the quality assurance work we were doing, but Playvox brought that into view," said Dias.
"We have confidence that every agent evaluation is consistent, and we can identify trends more easily."

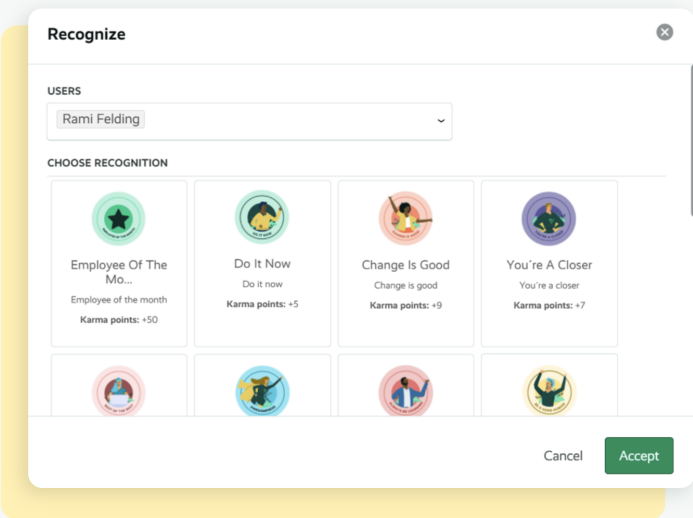
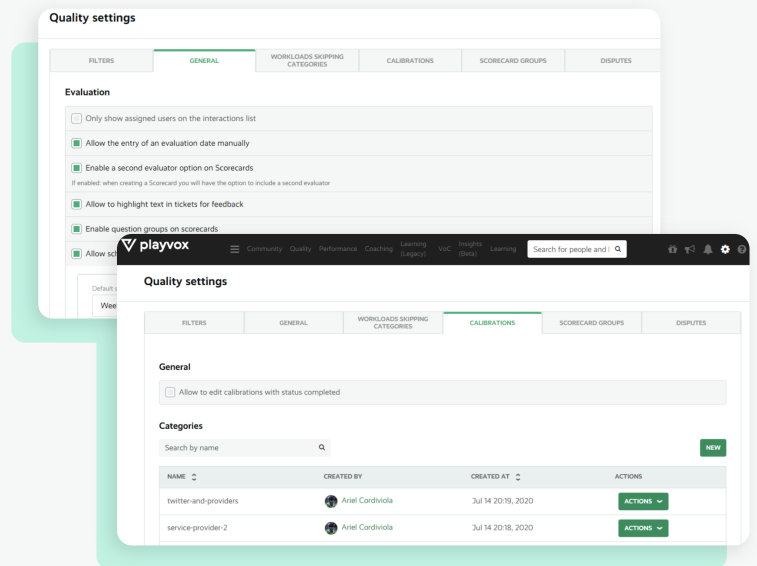
Ellen Dias
Quality Coordinator at Will Bank

Our top awards



Automatically distribute work using our out-of-the-box connectors

Whether your evaluation strategy involves random sampling or a narrow, defined focus, Playvox automatically distributes work based on your criteria. Quickly filter and find interactions based on data captured in your CRM/CCaaS systems with our out-of-the-box connectors. Set daily, weekly, or monthly goals so work is efficient and predictable.

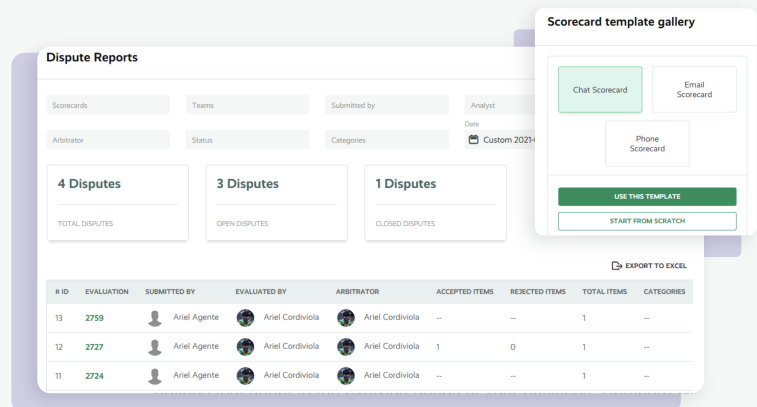


Reward and engage agents wherever they work

Understand performance with dynamic reporting and deliver consistent and automated coaching tied directly to quality results. Recognize agents with badges and leaderboards, and create a virtual water-cooler with Communities so agents can share best practices. Playvox empowers you to build a winning team no matter where your agents are located!

Easily create scorecards that adapt to your business, and calibrate for fair and consistent results

Understand performance with dynamic reporting and deliver consistent and automated coaching tied directly to quality results. Recognize agents with badges and leaderboards, and create a virtual water-cooler with Communities so agents can share best practices. Playvox empowers you to build a winning team no matter where your agents are located!



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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