



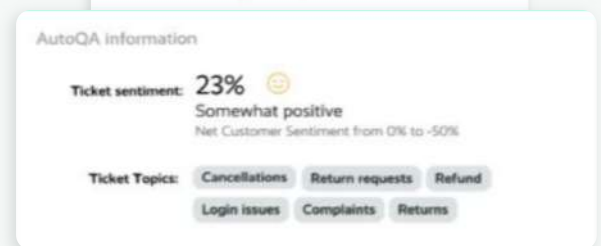
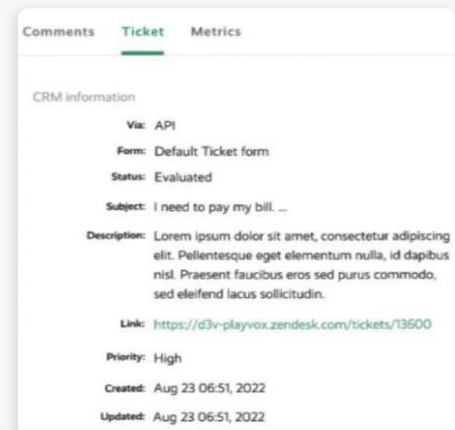
Playvox AutoQA

We understand doing more with less is a priority. Finding more efficient, scalable processes in quality will help drive exceptional experiences, at lower costs.



Analyze customer sentiment. Understand the largest contact drivers in your business.
Automatically score interactions using AI.

Playvox AutoQA provides AI-driven features that give you increased efficiency and automation. AutoQA analyzes 100% of your contact center's digital interactions to identify customer sentiment and provides topic categorization so you can better focus on what's most important in quality reviews. This assists analysts and cuts down the effort involved in performing evaluations, giving team leads better visibility into the health of support operations. AutoQA also automatically scores an interaction, leveraging an existing scorecard.

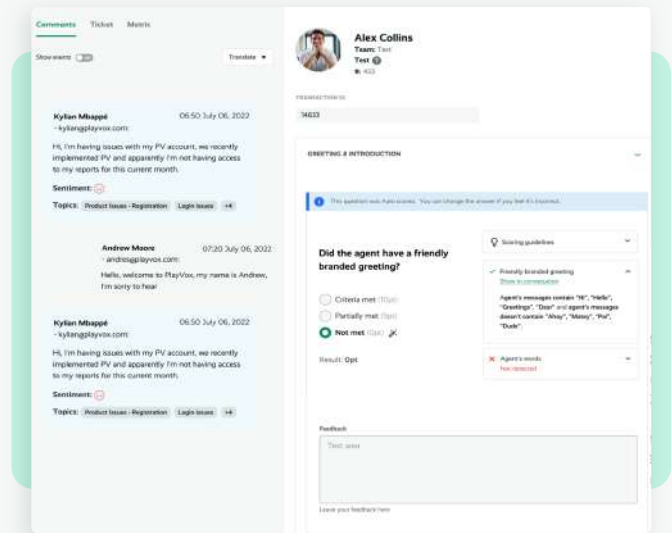


With AutoQA you will get:

- Score customer sentiment on 100% of text-based interactions and have the ability to drill into the root cause of the sentiment score
- Identify topic(s) for interactions so you are able to understand your biggest contact drivers
- Filter or create workloads based on both sentiment score and topics to target the most important areas for your quality scoring
- Automatically score interactions using AI, based on new scorecards you build or those that already exist in your current QM solution
- Leverage topic clouds to identify the most popular contact drivers, and drill into the interactions for deeper analysis
- Correlate topics to sentiment to identify drivers leading to different experiences

Leverage AI to Automatically Score Interactions

Automatically score interactions using AI, based on new scorecards you build or those that already exist in your current Playvox QM solution. Use filters and workloads to identify the types of interactions you want automatically scored, allowing analysts and managers to focus on developing teams and improving experience.

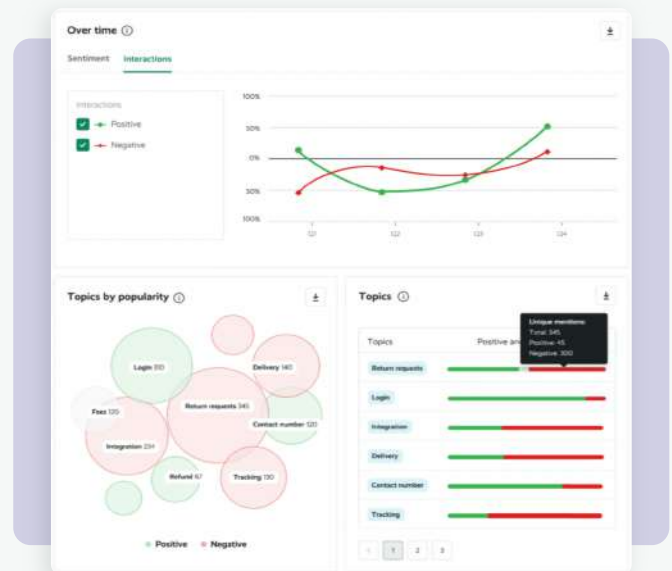


Address Negative Sentiment Proactively





Sentiment scoring provides insight into how customers feel about your brand and business. At a glance, the Sentiment Overview Report will provide directional data about your average sentiment, positive sentiment score, and negative sentiment score. Drilling into these areas gives you the detail you need to address opportunities and retain customers.

Analyze Topics and Sentiment to Improve Outcomes

Quickly identify trends in positive and negative sentiment across all text-based interactions. Understand which topics are most prevalent in your business and map to the sentiment of each interaction. Get the help you need to identify trends in specific topics that are creating negative sentiment and have the ability to improve coaching and training to help your agents handle these scenarios more effectively.



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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