



Playvox AutoQA

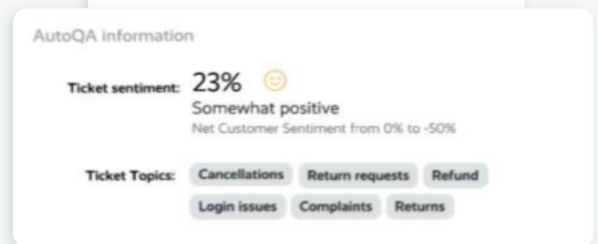
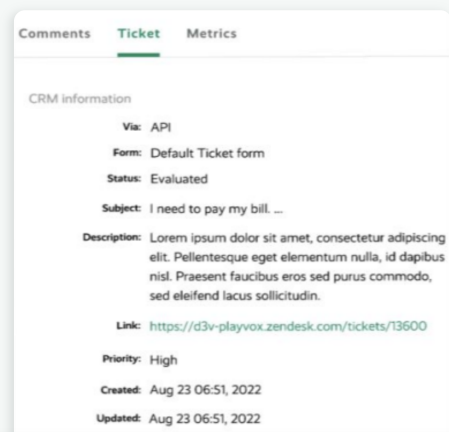
We understand doing more with less is a priority. Finding more efficient, scalable processes in quality will help drive exceptional experiences, at lower costs.



Analyze customer sentiment. Understand the largest contact drivers in your business.

Leverage AI to score interactions.

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 cuts down the effort involved in performing evaluations, giving team leads better visibility into the health of support operations. AutoQA also uses AI to assist an analyst in scoring and providing feedback.

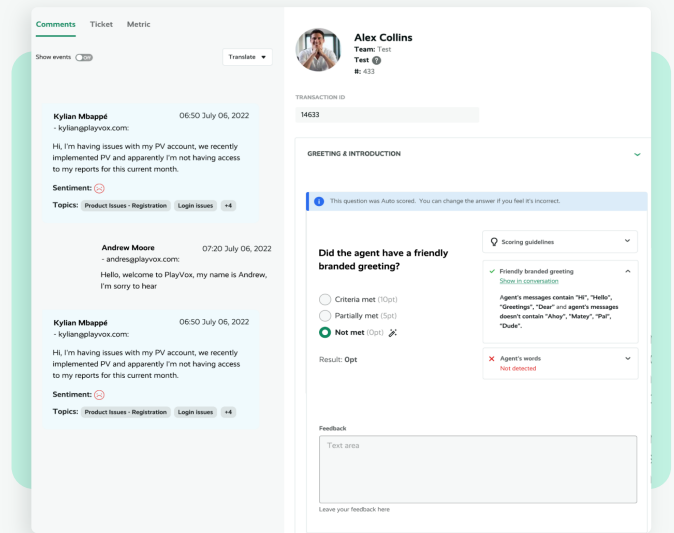


With AutoQA you will get:

- Measure customer sentiment on 100% of text-based interactions and have the ability to drill into the root cause of the sentiment score
- Identify your biggest contact drivers for interactions
- Filter or create workloads based on both sentiment score and topics to target the most important areas for your quality scoring
- Leverage AI to assist in scoring interactions and provide feedback for coaching
- 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

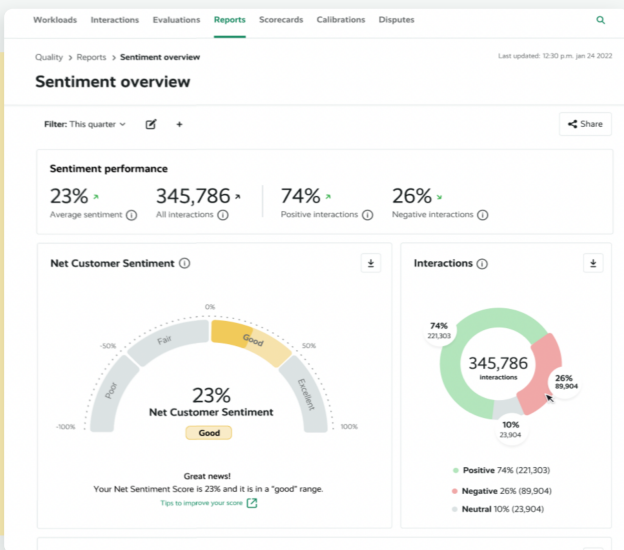
Leverage AI to Assist in Scoring Interactions

Score interactions using AI, and use filters and workloads to identify the types of interactions you want AI to score, allowing analysts and managers to focus on developing teams and improving experience.



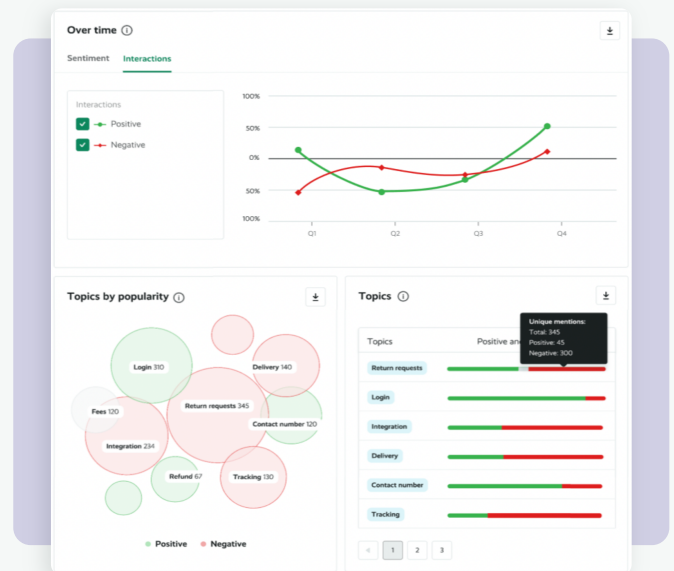
Address Negative Sentiment Proactively

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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