

Playvox Motivation

Recognize and reward your agents with points and badges, based on their Quality, Coaching, and Learning results.

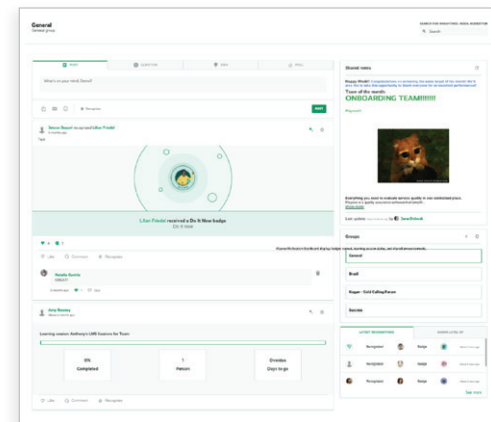


Create winning moments for every employee with Playvox Motivation. Use the **Community Wall** to build an interactive area for teams to share ideas or post comments/ accolades on the wall.

Engaging employees has become increasingly difficult, particularly when they are no longer sitting in a single location. Finding ways to motivate agents to focus on the most important metrics and goals is easier with Playvox Motivation.

With Playvox Motivation, you can increase agent engagement by recognizing and rewarding them for delivering exceptional customer experiences.

Easily share accomplishments on your community wall to boost motivation through friendly competition.



“Playvox Quality brings transparency to our organization. Our agents get instant access to their evaluations, know exactly how they are scored, and feel like they are getting useful feedback promptly,” said Dias. “Our agents feel like evaluations are fair.

But if they want to dispute a score, they can do this inside the Playvox solution. They can also access the Karma Store inside Playvox and redeem earned points for rewards. Our agents love the motivation feature and are already showing an increase in points earned.”

Ellen Dias, Quality Coordinator at Will Bank

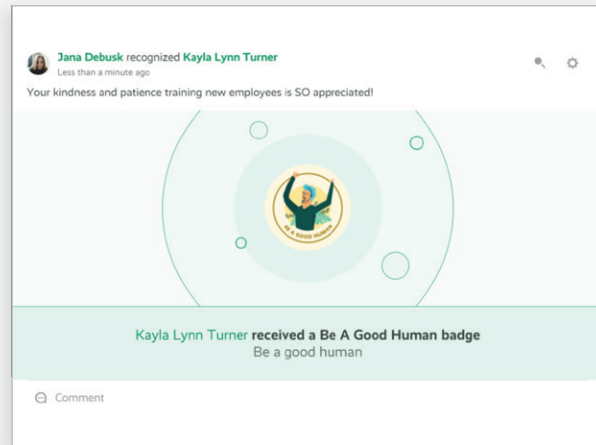
Our Top Awards:



RECOGNIZE AGENTS ON YOUR COMMUNITY WALL

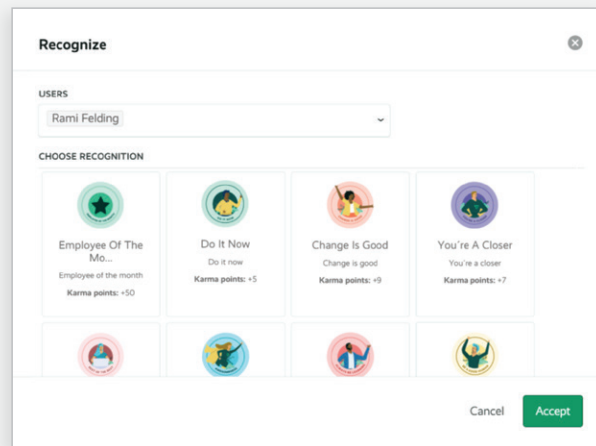
Engaging your employees has become increasingly difficult since much of the workforce is still remote, or at a minimum working in a hybrid environment. Playvox Community Wall encourages collaboration among customer service team members regardless where they are working. This allows them to share thoughts, ask questions, create polls, and recognize peers all from the comforts of their own work environment.

Connecting with one another builds camaraderie and improves business performance. Playvox Motivation reduces the feeling of solitude for employees that are working remotely and hybrid. It drives deeper engagement and allows you to easily recognize employee performance, just as if you were still sitting in the same location.



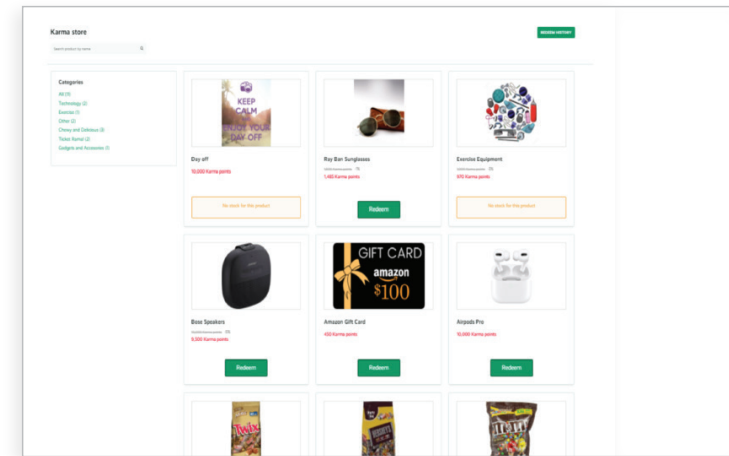
RECOGNIZE AGENT PERFORMANCE WITH DIGITAL BADGES

Agents are often overwhelmed with the amount tasks and KPIs they are challenged with managing. Use out-of-the-box or custom built digital badges to recognize agents for completing training sessions, achieving KPIs, or virtually any metric captured on the Playvox platform. This allows you to put focus on the most important tasks or objectives, and ensure you are all working toward the same result. You can also create digital badges for recognition unique to your company.



EARN POINTS, BUY GIFTS IN THE STORE

Who doesn't love to do a little shopping?!?! Team members earn points for achieving company goals, such as exceptional evaluation results, teamwork, completed coaching and learning sessions, and more. Points and point rankings are displayed on the community wall making it easy for employees to see how they compare across the organization.



Spending points earned is very easy within the Store. There are options for free gifts, gift cards, extra vacation days, preferred shift schedules, as a few examples. This is completely customizable based on how you would like to reward your employees. Rewarding employees for their hard work helps you maintain happy employees, and in return they create exceptional experiences.

About NICE

With NICE (Nasdaq: NICE), it's never been easier for organizations of all sizes around the globe to create extraordinary customer experiences while meeting key business metrics. Featuring the world's #1 cloud native customer experience platform, CXone, NICE is a worldwide leader in AI-powered self-service and agent-assisted CX software for the contact center—and beyond. Over 25,000 organizations in more than 150 countries, including over 85 of the Fortune 100 companies, partner with NICE to transform—and elevate—every customer interaction.

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Waterfront Corporate Center III
221 River St, 10th & 11th Floors
Hoboken, New Jersey 07030

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