



# Playvox Quality Management and Coaching

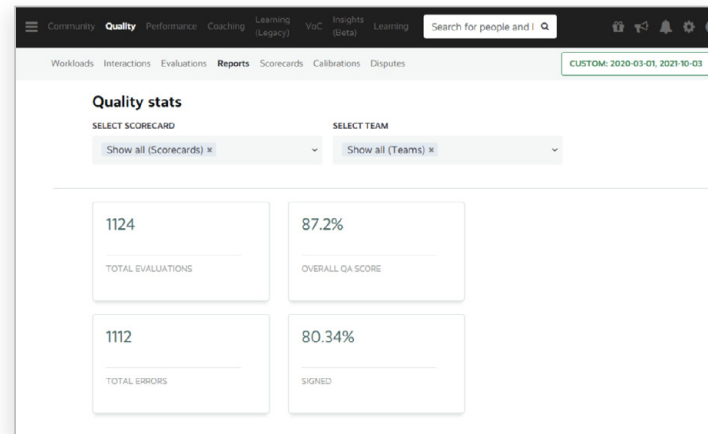
Quality Management for the way you do business now. Deliver consistent and automated feedback to improve results with coaching tied directly to quality.



## 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.



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.

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

“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.”

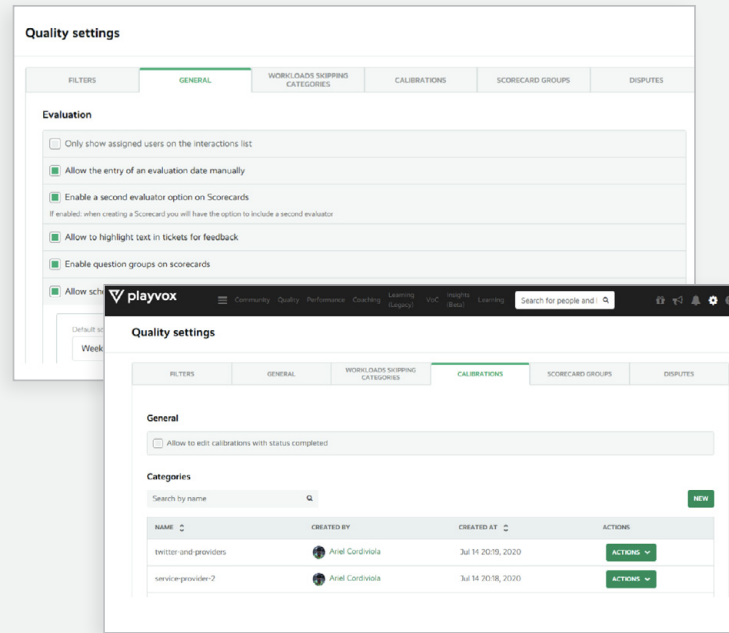
Lauri Haav,  
Head of Customer Loyalty, Monese

## Our Top Awards:



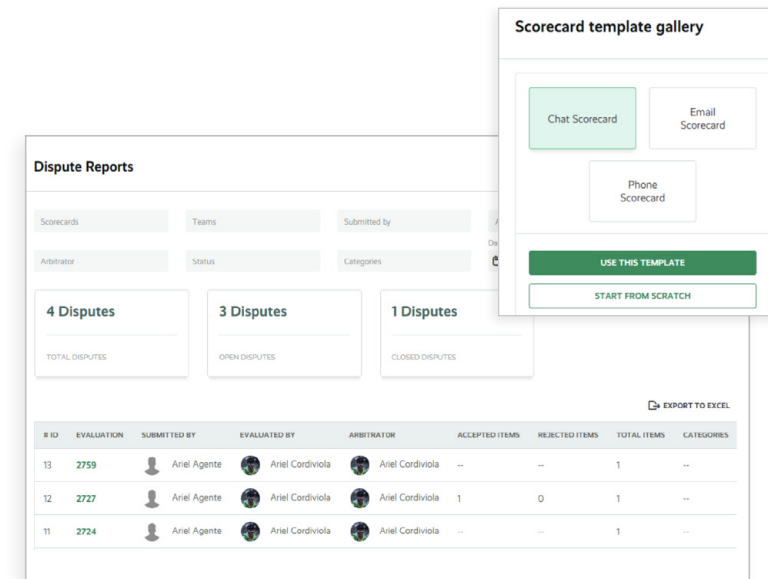
## AUTOMATICALLY DISTRIBUTE WORK USING OUR OUT-OF-THE-BOX CONNECTORS

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.



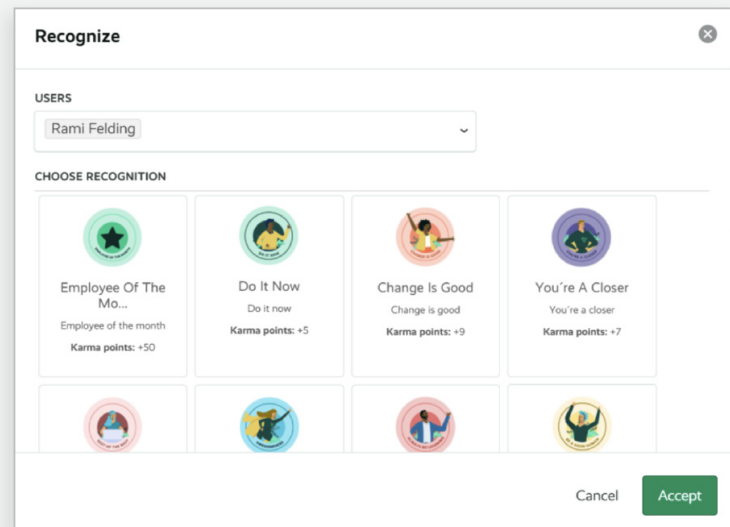
## EASILY CREATE SCORECARDS THAT ADAPT TO YOUR BUSINESS, AND CALIBRATE FOR FAIR AND CONSISTENT RESULTS

Easily create Scorecards that adapt to your business – Quickly create customizable scorecards that fit your business needs. With a variety of flexible options, you can build powerful scorecards in minutes that evolve with your business.



## REWARD AND ENGAGE AGENTS WHEREVER THEY WORK

Recognize and motivate agents beyond just quality scores by celebrating their achievements on the Community wall. This encourages friendly competition and fosters interaction. Agents can acknowledge each other's successes, share ideas, and ask questions. Like a virtual water cooler, it promotes a sense of connection, no matter where they work.



## 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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