playvox
by NICE

# Playvox Workforce Management

Built from the ground up for digital-first, omnichannel contact centers and supports the workflows required today.

Intelligently forecast, schedule, and monitor your workforce without the need of specialized resources or data analysts

Omnichannel Workforce Management (WFM) doesn't have to be hard. Playvox's complexity-taming AI makes your capacity planning, forecasting, scheduling, and intraday planning easy and accurate.

While other systems were built for the voice-centric channels of yesterday, Playvox WFM was built for the digital channels. Get real-time visibility of all contact channels in one place. Don't keep trying to force-fit digital channels into a system that never envisioned the proliferation of social media, chat or email. Get more accurate schedules and forecasts based on the actual work rather than assumptions or best guesses.
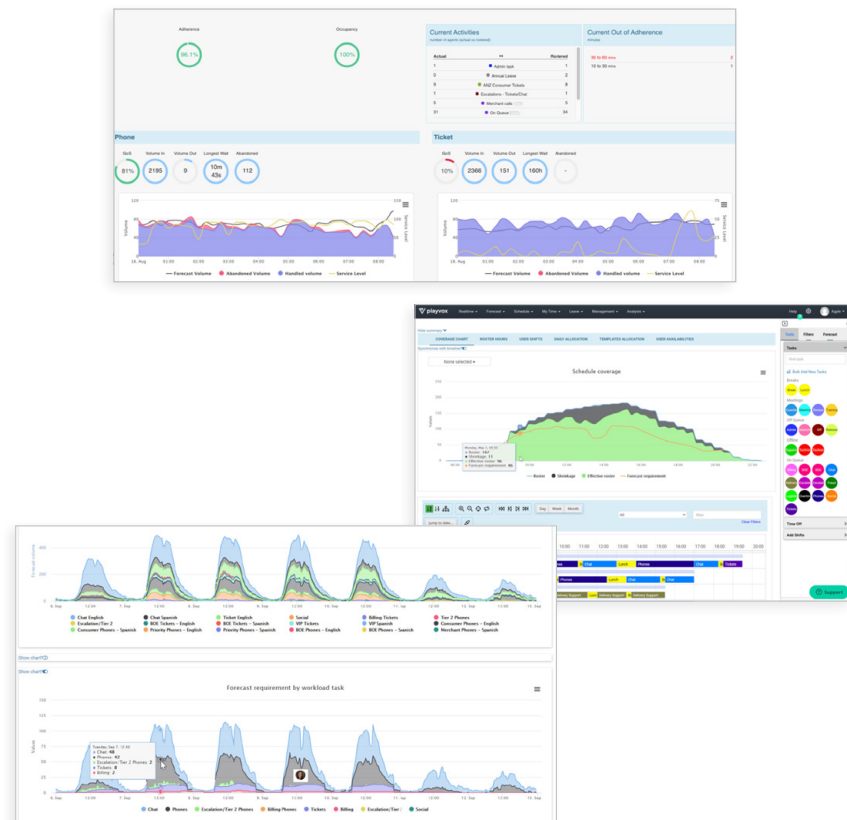
"Playvox has been crucial to Angi being able to take back control of our agent operations. Driving accountability across our agent pool has not just improved customer experience and financial performance, it has also increased our team's ability to deliver on both of those metrics as other factors outside of our control shift. We would not be able to effectively run our contact center without Playvox."

Rob Lajeunesse, Angi,
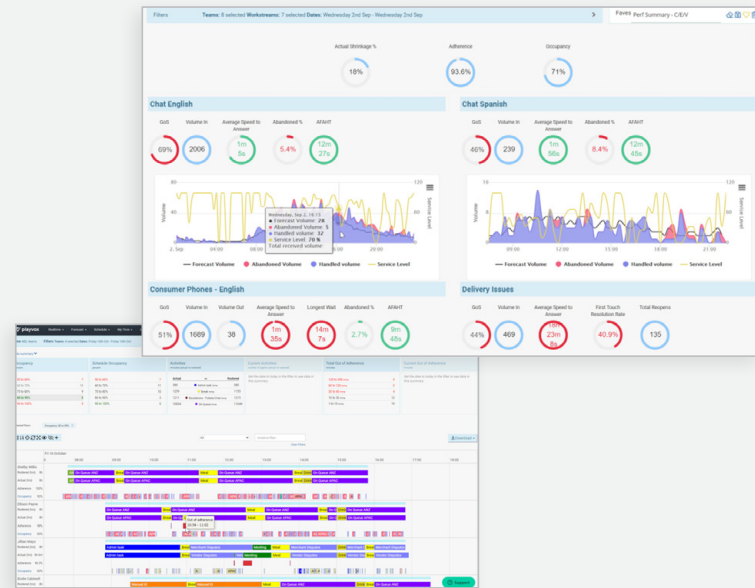Director of CX Strategy and Operations

Our Top Awards:

REAL-TIME DASHBOARDS GIVE THE VISIBILITY YOU DESERVE.

Playvox WFM real-time dashboards provide both summary and detailed views of business performance as it happens.
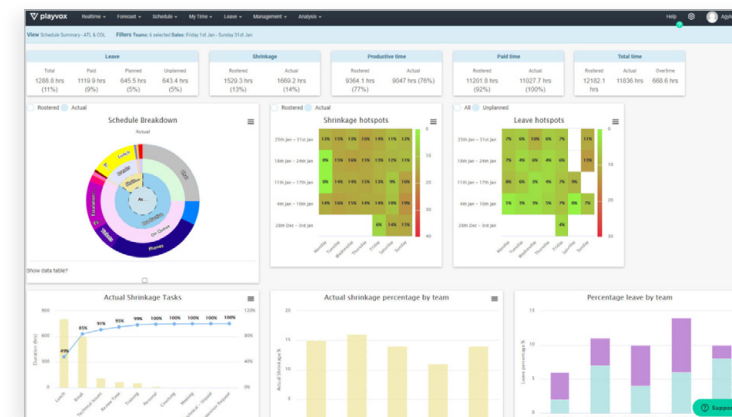
Offers a view of forecasted volumes vs. the actual volumes that have arrived along with service level and other metrics, and a real-time view of agent adherence and occupancy to track if team performance is above or below targets.

AL-POWERED, AUTOMATICALLY GENERATED FORECASTS AND SCHEDULING

Save time with fully automated omnichannel scheduling based on your specific business rules and priorities. Playvox WFM takes into account forecasts, KPIs, business requirements, SLAs and goals to create the most efficient schedule for your needs.

Handles synchronous and asynchronous workloads seamlessly in an omnichannel environment and reduces costs by having the right agents available at the right time to service customers, without overstaffing.

Uses real-time data and self-adjusting algorithms to continuously improve forecast accuracy.

REPORTING & ANALYSIS

Take advantage of dashboards and reporting for center-wide optimization, down to agent-level tracking, to help with performance management and agent engagement.

Reports with drill-down functionality provide insight into key measures: punctuality, adherence, occupancy, service levels, workstreams and tasks, forecast accuracy, and more.
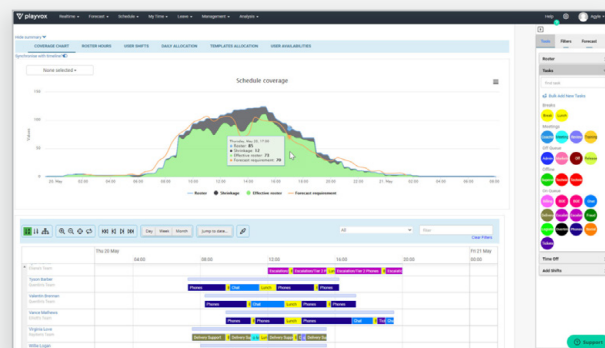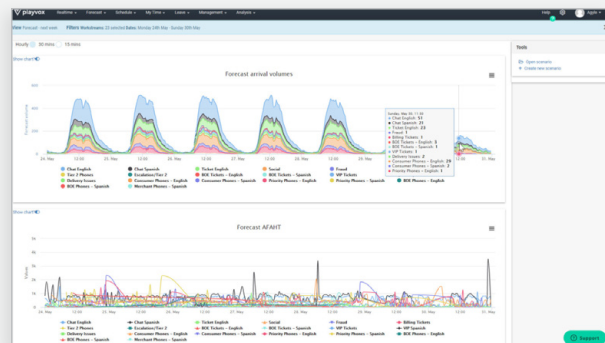
About NICE

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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