playvox
by **NICE**

Playvox Workforce Engagement Management

Master Operations. Engage Employees. Delight Customers.

Transform your customer service operations into a hub of efficiency, effectiveness and engagement by integrating your CRM platform. Easily forecast, schedule and plan out various scenarios for optimal capacity to minimize wait times and delight customers. Improve agent productivity by providing real-time metrics and eliminate context switching. Identify trends and prioritize the data you review, while also motivating and engaging agents through recognition and badges. Playvox empowers your workforce to drive stronger customer experiences.

> ""Being able to see correlations between CSAT and service quality has been an added benefit (to the Playvox solution). With data from Playvox, we've been able to prove that low CSAT isn't always the result of bad support. Instead, it could be a sign of something going wrong in another area of the business."
>
> Nicole Rinker, Member Success Team Lead,
> Scott's Cheap Flights

IDENTIFY TRENDS & PROBLEMS

Identify key insights and trends and prioritize the data you review by syncing metadata such as interaction length, topic, and CSAT concern. Get a solid understanding of patterns and recurring issues to confidently provide insights on the quality of your customer interactions.

CONNECT LEARNING WITH COACHING

Help your team deliver consistently positive customer experiences by providing a seamless, closed-loop coaching process. Translate evaluation results into learning plans, easily schedule learning during off-peak hours, and monitor completion rates to streamline the coaching process.

MOTIVATE & ENGAGE YOUR AGENTS

Recognize agents with badges and leaderboards to build collaboration and promote higher employee satisfaction. Award points for various activities such as community posts, signing evaluations, and more, along with creating a virtual water cooler where agents can chat regardless of their location.

Our Top Awards:

TrustRadius TOP RATED 2022

TrustRadius Best Feature Set 2022

TrustRadius Best Relationship 2022

G2 Leader FALL 2022

G2 Top 100 Highest Satisfaction Products BEST SOFTWARE AWARDS 2022

Capterra SHORTLIST 2022

GENERATE A MORE ACCURATELY FORECAST, AUTOMATICALLY

Get a deeper understanding of your inquiries and required workload to optimize your operations. Use data across all platforms, interactions, and workflows along with self-adjusting algorithms to continuously improve forecast accuracy and minimize customer wait times.
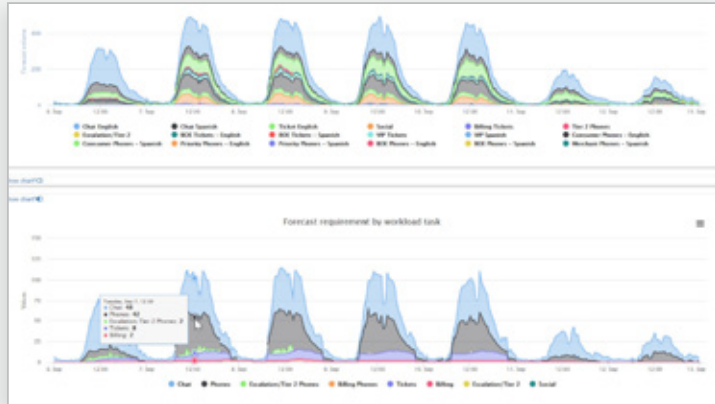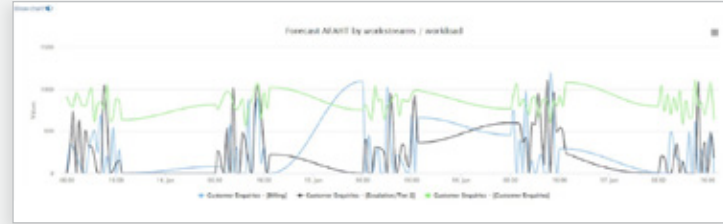
OPTIMIZE SCHEDULING – WITHOUT OVERSTAFFING

Leverage your forecasts to more accurately schedule your teams. Quickly view KPIs, skill sets, agent availability and more to determine scheduling needs, and ensure that agents with the right skillset are always available. Avoid scheduling conflicts by easily accounting for PTO and FMLA along with training, coaching or learning sessions.

GAIN REAL-TIME OPERATIONS MANAGEMENT

Improve visibility into daily operations with up-to-the-minute data to gain a holistic view across interactions, channels, and platforms. Monitor adherence and occupancy rates to adjust operations as needed. Enhance agent status reporting and automatically stop handling timers when agents are inactive so you can get a clear picture of what's going on.

TRACK METRICS AND EASILY IDENTIFY INSIGHTS

Uncover critical insights with comprehensive reports that surface strengths and improvement opportunities in your process, providing a guide to superior customer experiences. Easily view metrics such as volume vs. forecast and adherence to dashboard. Plus understand your schedule summary, shrinkage, leave hotspots, and more to make better decisions.

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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