



ABOUT

Afterpay is an Australian financial technology company operating in the United States, United Kingdom, Australia, and New Zealand. They have enjoyed robust growth - doubling their consumer base with more than 11 million active customers and 40,000 retail partnerships when coronavirus spurred new spending habits. Launching into new regions and territories while also attracting tens of thousands of new customers every day created serious challenges for their contact center. They were forced to forecast staffing, without a view into historical trends. Adding to the complexity was their need to leverage various outsourced partners to scale for growth. With a conflicting view of success among their agents and partners, they needed a complete Workforce Management (WFM) solution.



INDUSTRY RETAIL

REGION APAC



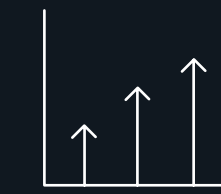
CHALLENGES

- Forecasting contact center staffing needs
- Visibility into agent performance across their own staff and partners
- Defining and reporting on the success of customer teams

SOLUTION

Playvox Workforce Management

ESTIMATED SIZE 500-1000 AGENTS



BIG INCREASES

30%

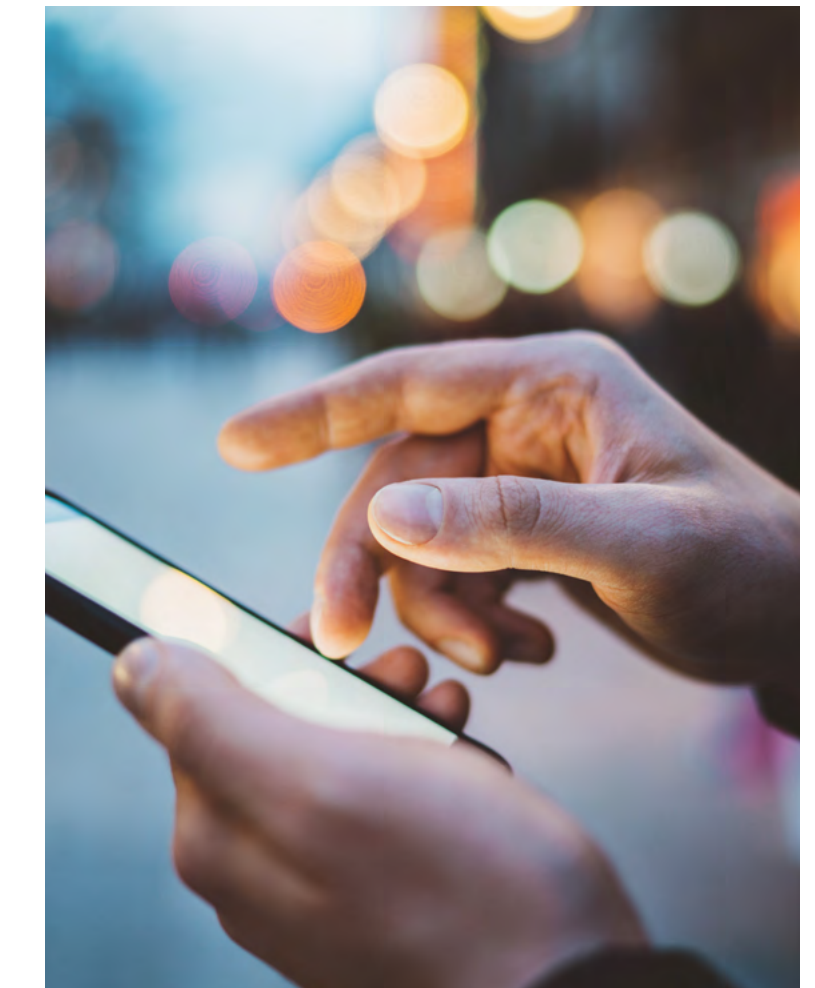
Increased agent productivity by nearly 30% since 2018 and improved QA and CSAT scores.

MAJOR IMPROVEMENTS

In QA and CSAT scores

playvox

by **NICE**



“The joy of working with Playvox is that they get the Afterpay Way. Our business is continually changing, and we need a partner that gets that and adapts with us.”

YVONNE GILMOUR
HEAD OF SERVICE DELIVERY
AFTERPAY

WWW.AFTERPAY.COM

