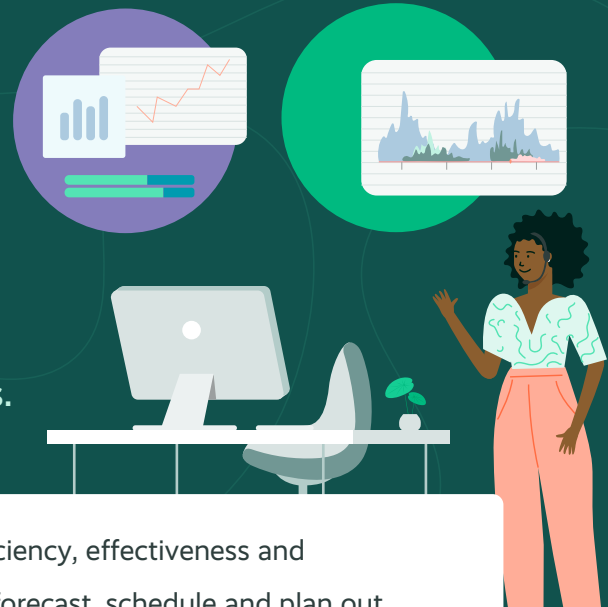# Workforce Engagement For Salesforce with Playvox

Master Operations. Reduce Costs. Delight Customers.

Transform your customer service operations into a hub of efficiency, effectiveness and engagement by integrating Salesforce Contact Center. 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.

Increase efficiency

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.

Reduce operational costs

Improve visibility into daily operations with up to the minute data to gain a holistic view across interactions, Salesforce 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.

Create better customer outcomes

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 in dashboards. Plus, understand your schedule summary, shrinkage, leave hotspots, and more, to make better decisions.

BlueberryMarkets

"Playvox has been the best onboarding experience - ever. They were very supportive right from the beginning. We had this conversation about what we need, and we had multiple sessions of video calls where they were showing everything that I need to do. And I mean, everything, everything. The other tools that I checked out did not provide onboarding. Just free trials. When I opened those trial tools, it was overwhelming. I did not know what to do, where to click, where to go."

★★★★★

Our top awards

TrustRadius — TOP RATED 2022

TrustRadius — Best Feature Set 2022

TrustRadius — Best Relationship 2022

G2 — Top 100 Highest Satisfaction Products — BEST SOFTWARE AWARDS 2022

G2 — Leader FALL 2022

Capterra SHORTLIST 2022

Identify trends and problems.

Identify key insights and trends and prioritize the data you review by syncing metadata from Salesforce such as case number, case reason, or SLA violation. Understand patterns and recurring issues to confidently provide insights on the quality of your customer interactions.
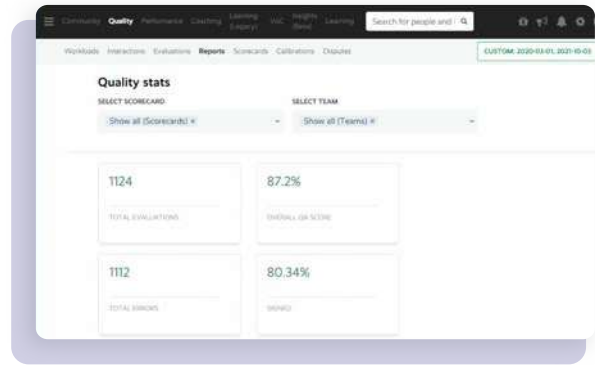

Optimize scheduling – without overstaffing.

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.
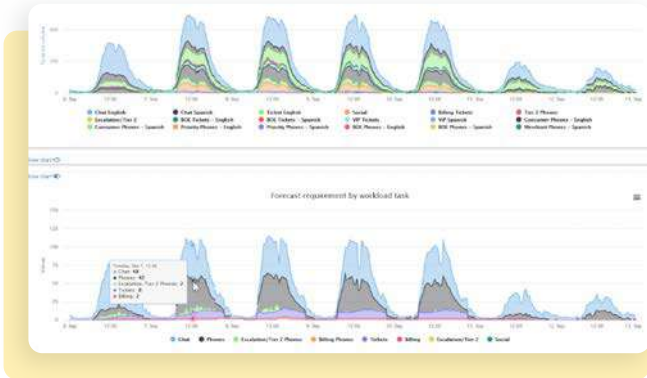
Connect learning with coaching

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.
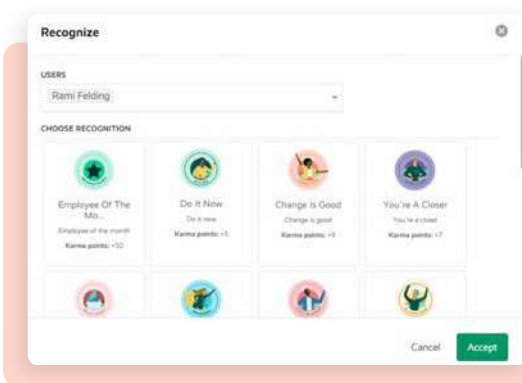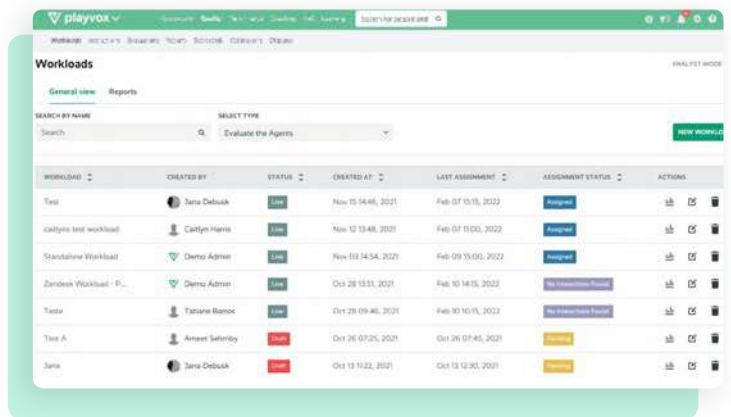
Motivate & engage your agents

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. And create a virtual water cooler where agents can chat regardless of their location.