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Salesforce Service Cloud Integration

Create powerful experiences by importing users and metadata from Salesforce
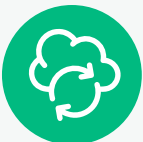
Quality customer experiences are a team effort. That's why Playvox easily integrates with Salesforce Service Cloud to pull user information and customer interactions, increasing your visibility and streamlining operations for your QA team.
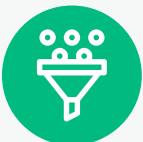
Consolidate your QM data into a single location

QA teams to view and evaluate Salesforce cases directly from within Playvox, eliminating the need to look for information in multiple systems. Consolidating your quality management data into a single platform enables analysts to take real-time actions, including agent coaching and training, to motivate team members and drive continuous improvement.

Choose the data you want to sync with Playvox

Our Salesforce integration works on-demand, meaning only the data that you choose is brought into Playvox. Choose from a variety of entities and then activate or deactivate display fields as desired to simplify the information displayed. Build various workloads, or attach metadata to reports to gain more insight into your business operations.

Customize your customer interaction filters

Scrolling gets old fast. Create interaction filters within Salesforce to more effectively monitor service quality. Implement filter groups to deliver key metrics for your cases, tasks, events or chats and either set date filter or lock in specified date ranges. Add custom queries to create custom fields and add custom rules for your filter to follow – such as case priority equals high.

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Playvox's powerfully simple workforce engagement management (WEM) solutions transform customer care. We deeply understand that exceptional employee engagement produces extraordinary customer experiences, and we love creating tools that help our customers unlock the full potential in every employee and every interaction. Playvox powers the world's fastest-growing brands.

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