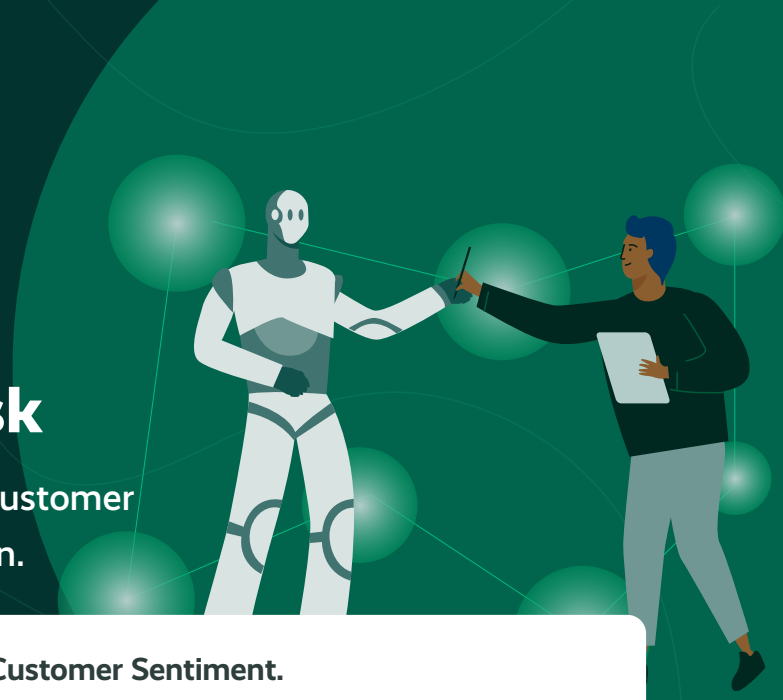# playvox

Playvox Customer AI Integration with Zendesk

Improve visibility into support issues and customer sentiment to increase customer satisfaction.

Easily Connect. Automate Tagging. Track Customer Sentiment.

Recurring operational problems that result in support tickets or negative customer experiences can be costly. Identifying sentiment and customer support trends can help you resolve problems faster, minimizing the number of tickets and improving customer satisfaction.

By integrating Zendesk with Playvox Customer AI you'll be able to streamline operations and:

- Achieve ROI quickly with a simple integration processes that gets to work immediately.
- Improve visibility by automatically categorizing and tagging both new and historical support tickets.
- Track customer sentiment more effectively and quickly identify recurring issues.

"Before Playvox, requests for customer data would take hours—sometimes days. At a certain point, we had to start turning down requests. Everything was just being either paused or delayed. Finding the data we needed was time-consuming and prone to the human error that goes along with manual tagging."

Ariana Allen,
The Bouqs Co. Reputation Manager

Success In Action:
The Bouqs Co. achieved 318%+ ROI from Conversion Tagging Automation

- 89% improvement in routing issues
- 750+ agent hours saved

Our top awards

Easily Connect: Simple set up means can get start getting ROI immediately.

A simple 5-step integration process enables you to centralize your customer support and sentiment data to better identify trends. Create custom topics, from billing issues to lost packages, to organize and filter customer interactions. Playvox can also automatically translate your customer feedback from over 100 different languages.
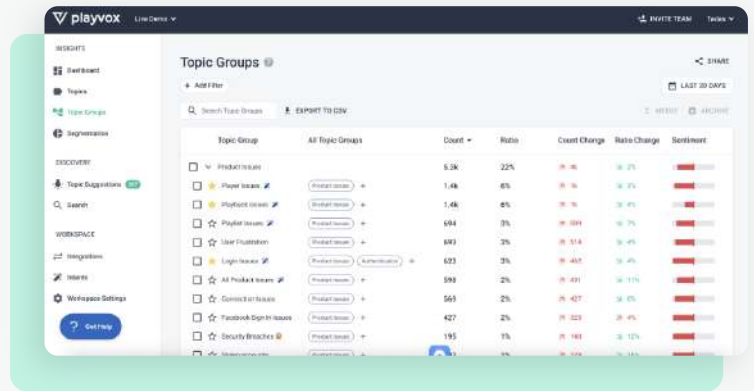
Automate Tagging: Eliminate manual tasks and unnecessary errors by automatically categorizing tickets.

Increase productivity and data accuracy by eliminating the need to manually tag customer issues and support tickets. With our two-way sync, Playvox Customer AI will automatically attach sentiment and support tags to Zendesk as custom fields. Once you integrate, any historical tickets will be categorized based on the custom topics created increasing operational transparency.

Track Customer Sentiment: Increase visibility to quickly identify issues.

Our automated sentiment analysis feature helps your quality management team quickly identify problems. View real-time reports on specific issues to identify trends or recurring problems that result in negative experiences or support tickets. Then take corrective action to resolve issues and improve the customer experience.
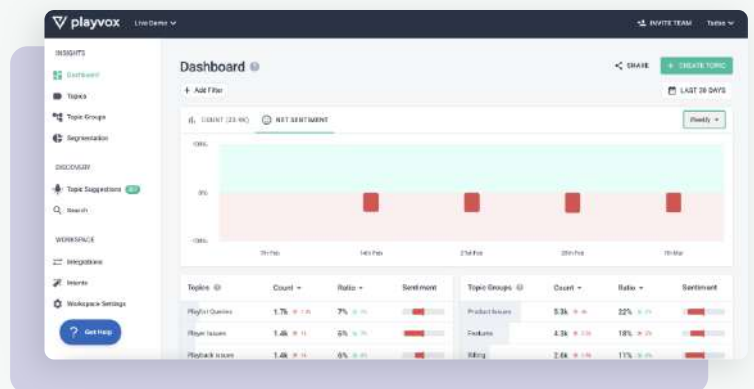
▽ playvox

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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