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Workforce Engagement For Zendesk with Playvox

Master Operations. Engage Employees. Delight Customers.

Transform your customer service operations into a hub of efficiency, effectiveness and engagement by integrating Zendesk. Seamlessly provide capacity planning, forecasting and scheduling to minimize wait times and delight customers. Improve agent productivity with Zendesk App for agents to provide real-time metrics and eliminate context switching. Identify trends and prioritize the data you review, while also motivating and empowering agents through recognition and badges. Playvox engages the entire workforce to drive stronger customer experiences.

Identify trends & problems

Identify key insights and trends and prioritize the data you review by syncing metadata from Zendesk 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 provide 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 create a virtual water cooler where agents can chat regardless of their location.

Generate a more accurate forecast, automatically.

Get a deeper understanding of your enquires 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.
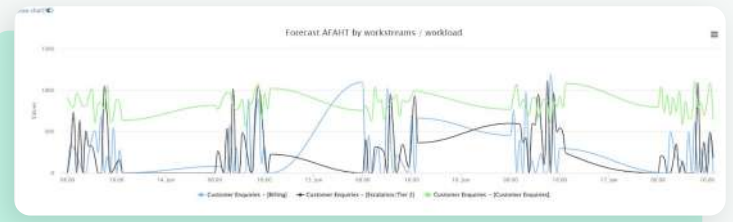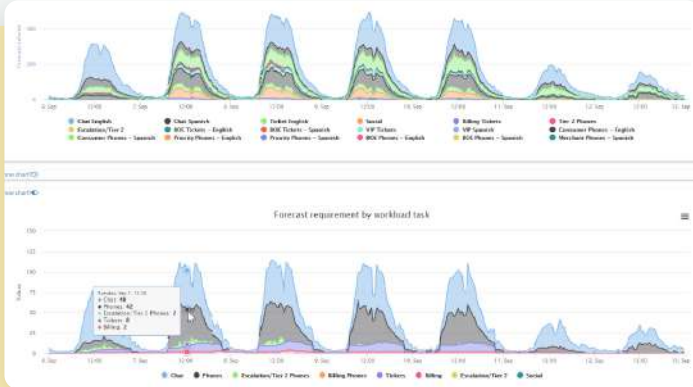

Optimize scheduling – without overstaffing.

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.
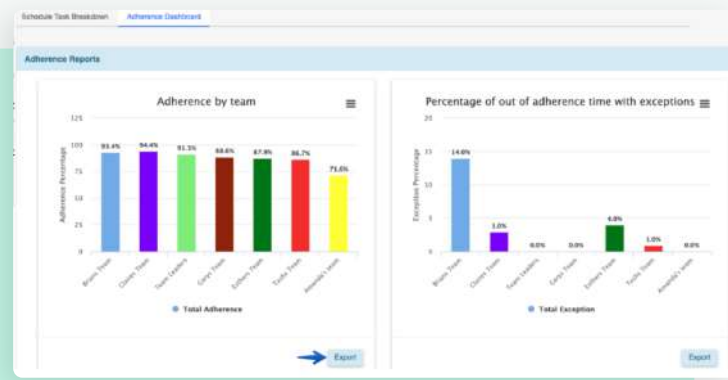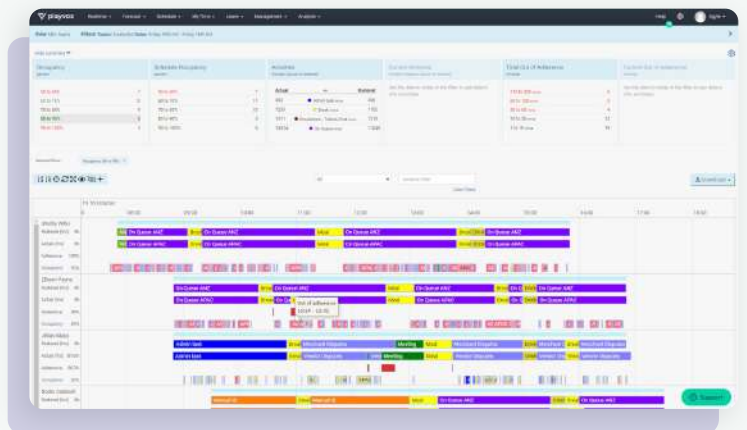
Track metrics and easily identify insights

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.

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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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Playvox Americas, Sunnyvale CA +1 415 787 7205   Playvox EMEA, London UK +44 020 4536 4114   Playvox APAC, Sydney AU +61 3 8595 5335