

# AGENTS: Transitioning to Work From Home

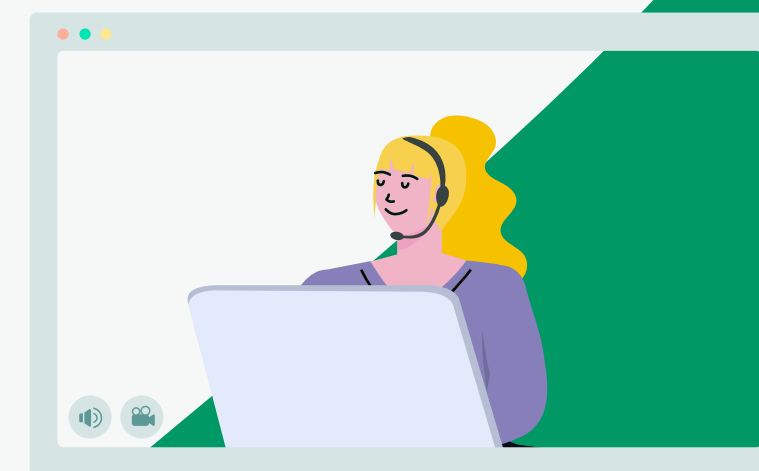
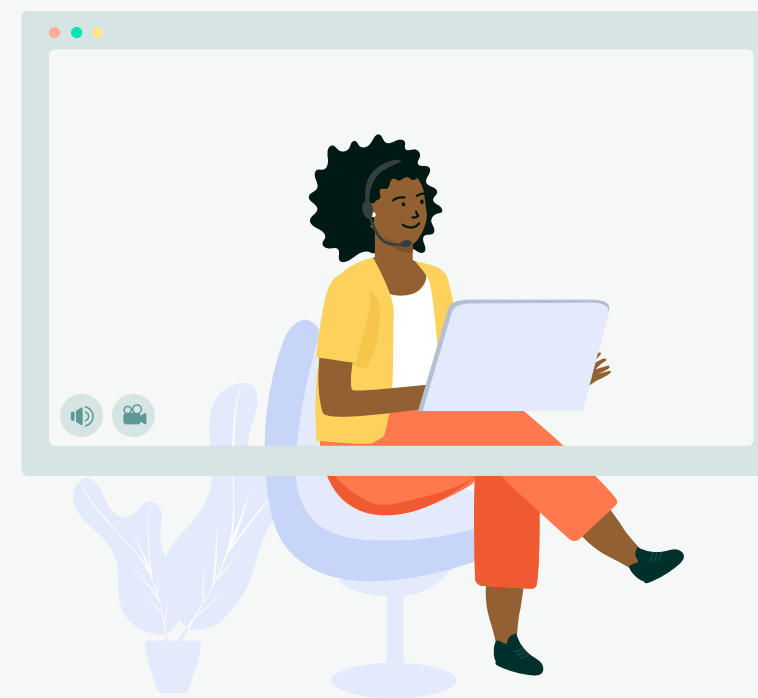
## How does Playvox help work from home customer service teams?

Quality assurance evaluations are a core function of the agent experience when working remotely. As soon as quality evaluations are completed, the Playvox Quality product provides a communication channel to give feedback to agents if their results do not meet expectations.

The Playvox Coaching add-on provides targeted learning sessions with quizzes and tests so agents can quickly take training and improve behaviors. To recognize outstanding results, agents earn badges and Karma Points that can be spent in an online Karma Store, fostering community and appreciation.

Motivating and recognizing agents keeps agents engaged, inspired and dedicated. At the same time, team leaders and supervisors gain visibility into coaching needs, training and corrective actions required.

By combining all of this into the Playvox Agent Optimization Suite, your customer service interactions will improve as critical customer service friction points are identified. If you don't address them, they will have a negative impact.





## Why Playvox for remote agents?

Taking into account the Playvox Agent Optimization Suite is a cloud-based platform, you can take care of your Quality Assurance even if your agents are working remotely. Your QA analysts will be able to conduct Quality evaluations and give real-time feedback to your agents.

Based on their results, your team leaders can start coaching sessions where they will see how effective their coaching is. Apart from that, having a Learning product will rapidly help you onboard new agents, or train them according to your needs.

Measuring KPIs is something you can achieve by creating Performance campaigns within our product. This will allow you to track how those remote agents are performing and take immediate actions to keep your customer service standards.

Last but not least, motivating remote agents could be challenging when you don't have in-house agents. With our Motivation add-on, you can engage with them by rewarding them on their good performance and giving them the tools to feel they are working collaboratively with their peers.

Keeping your agents completely happy can be a tall order. Start with maintaining satisfaction through strategies and tools.

## How do you engage remote agents with Playvox?

The Playvox Community Wall, available in the Motivation add-on, allows agents to share ideas, post relevant information and recognize peers with digital badges. The Community Wall makes agents feel part of one team no matter where they're located.

## How do I create healthy competition among agents if they do not work in the same location?

With the Playvox Motivation add-on, agents earn Karma Points by completing actions and achieving goals. For example, agents who achieve a daily CSAT score goal or complete a Learning session in the Playvox Learning product receive Karma Points for their achievements. Agents can view the leaderboard to know where they rank.





## AGENTS: Transitioning to WFH

Playvox is the only company 100% focused on the agent for customer service operations teams, both for remote teams and those in concrete structure contact centers, which have now been forced to operate as work from home contact centers. With the Playvox Agent Optimization Suite, you improve CSAT by improving agent performance while increasing employee satisfaction.

Unlike other vendors that provide point solutions, The cloud-based Playvox Agent Optimization Suite provides a single set of applications for customer service team leaders, supervisors, managers and agents for Quality Assurance, Coaching, Learning, Motivation and Performance.

If you are not using Playvox to manage your remote customer service operations teams, then you are operating at reduced effectiveness and efficiency.

### The Playvox Agent Optimization Suite Provides:

**Motivation** - Boost morale through team contests and award Karma Points for a job well done. Create an online store for your team members to spend Karma Points on physical and virtual prizes.

**Recognition** - Recognize agents among their peers, showing appreciation and increasing satisfaction. Use digital recognition badges and post team or agent highlights on the Playvox Community Wall.

**Empowerment** - Enable agents to view and compare their performance metrics against peers, encouraging self-motivation and helping others to achieve similar performance levels.

**Socialization** - According to McKinsey, “Agent satisfaction increases 32% when agents can socialize (with their peers) more than once per shift.” Create an online social community wall for agents to improve morale, performance and customer service.

**Feedback** - Enable agents to provide feedback on their own Quality Evaluations:.... “One of the easiest ways to enhance employee experience is to ask for and welcome employees’ feedback (Forbes).”

**Learning** - Skill deficiencies can lead to agent dissatisfaction. Train your staff for the specific skills they require to delight customers. It’s a win-win for the agent and the customer.