

Playvox: Helping businesses transition to WFH

How does Playvox help to transition into a work from home system?

Having a great Agent Optimization Suite means reducing risks for your customer service operations. As everything works in the same way, your QA analysts and team leaders will have the interactions, evaluations and results to act in no time and address critical issues your agents are struggling to solve. Highlight parts of the conversation where your agents made critical mistakes and give real-time feedback to see how they change those behaviors.

How can you reduce costs with a work from home workforce?

A recent study of at-home agents by the management and technology consulting firm Booz Allen Hamilton provided the following statistics, which are hard to ignore:

- At-home agents have a 10% attrition rate, which is significantly lower than on-site staff
- At-home agents are 25% more productive
- At-home agents cost \$11 less/hour
- The average age of at-home agents is 30 to 48 vs. an 18- to 28-year-old average for those who work on-site
- When interviewing prospects for a contact center, most organizations hire one out of three. An outsourcer that specializes in at-home agents said it hires one out of 20 and can really focus on hiring the best people.

BPO REFERRALS:

Do you have examples of BPOs with work at home capabilities?

Yes. We work with BPOs such as Sutherland, with their global operations supporting most markets. Large brand clients include Disney+, ESPN+, airbnb, etc.

We also work with SupportNinja, which is ideal for startups and SMBs and is focused primarily on technical support.

Playvox includes integrations with Zendesk and other helpdesk software solutions to make working from home easy.

Sutherland and SupportNinja have the capacity to take on new clients. For more information, you can contact JJ Cardenas (jjcardenas@playvox.com), AMER/EMEA Partner Program Manager.

