

**FOUNDED**
1986**INDUSTRY**
BPO**LOCATION**
Global**TYPES OF INTERACTIONS**
Account, Customer, Sales,
Knowledge, and Post-Service
Management, Tech Support**INTEGRATIONS**
1

Quality Assurance Made Easy

Challenges

It was imperative for them to be able to find a product that allows seamless integration between their support teams to ensure highest quality.

Solution

In their effort to reach high-quality standards among their customer service teams, the client discovered the Playvox Quality Assurance Platform. Playvox seamlessly integrates with the Zendesk platform and allows the client to:

- Provide high-quality responses from Customer Service teams
- Measure the consultant's knowledge and efficiency
- Get an overview of the consultant's communication and soft skills when handling clients
- Facilitate fluid intra-team communications

Partnership results

40%

Increase in quality evaluations per month


94,4%

Average monthly Quality Score

Quality Performance

Improvement in Teams Performance =
Positive impact on Client's Customers





Multi Channel QA Evaluations on a Single Platform

Challenge

The client needed to find the best way to operate an efficient and productive QA Program capable of handling their high volume of customer interactions.

Solutions

Playvox created an all-in-one solution for the client. The client received the integration they needed with their CRM platform, as well as a solution that offered them unique advantages:

- Playvox allowed them to upgrade from spreadsheets to customizable scorecards to better target their support team's areas of improvement.
- Follow-up on different channel interactions became easier. Playvox enabled the client to centralize evaluation of interactions for the quality review process and closely manage both
- Inbound and Outbound interactions.
- Agents became more involved in their evaluation process.
- Playvox has given the client the means to scale their business according to seasonal fluctuations.

Partnership results

70%

Increase in QA
evaluations

Instant Improvement

Productivity, Time and
Agent Motivation

+ Impact on Customers

Efficient means of locating
specific interactions
requiring agent coaching

Expanding With An Efficient Quality Assurance Program



Challenge

They needed to set processes in place to ensure that quality service was delivered on a consistent basis by running an efficient QA Program.

Solutions

In Playvox, the client found that they were able to centralize process that could be managed more efficiently and motivate agents by promoting solid back and forth communication and best QA practices among their agents. Having a centralized process due to the QA Platform, allowed them to:

- Monitor and gather their data to formulate best practices and next best actions
- Simplify managing their team which consists of 6 Admins, 16 Team Leaders, 13 QA Analysts and 141 agents
- Easily generate scorecards and reports to facilitate operational tasks and free up time to focus on areas of improvement, such as agent motivation and follow up

Improvement has been so pervasive even agents have seen a positive impact on their daily work. Regarding user satisfaction, both QA Analysts and Team Leaders have rated Playvox a perfect 100 Net Promoter Score on surveys.

Partnership results

9,26%

Increase in QA scores in less than 5 months

400%

Increase in evaluations monthly

100% NPS

Playvox rated by QA Analysts and Team Leaders

The partnership between Playvox and Sutherland

Global Services has grown stronger throughout the past 4 years.

Beyond the weekly meetings there have been regular annual review

meetings held in Sunnyvale Ca. attended by SGS executive staff as well as their

operational team. The valuable learnings throughout each year are shared and continue to not only enhance the

Sutherland Global Services offerings for quantifiable improvement to their QMS but also provide Playvox

equally valuable feedback to be applied directly into product that result in furthering the ability to become the

dominant player in the Agent Lifecycle Software market for customer service teams.