playvox

Scaling Your QA: How a Team of Over 1,000 Remote Agents Achieve Consistent Results

SUPPORT NINJA

Who is SupportNinja?

- A New Kind of BPO
- Based out of Texas and the Philippines, But Are Expanding All Over the USA and the World
- Currently Have Over 1,100 Employees
- First Core Value is to be an Employee Focused Company

When Disaster Strikes: Moving Agents in the Philippines to a Remote Work Environment

- An emergency can happen at any moment, whether that be typhoons or a pandemic.
- "Camp Ninja"
- Enabling business continuity should be the #1 priority for any customer service operation.
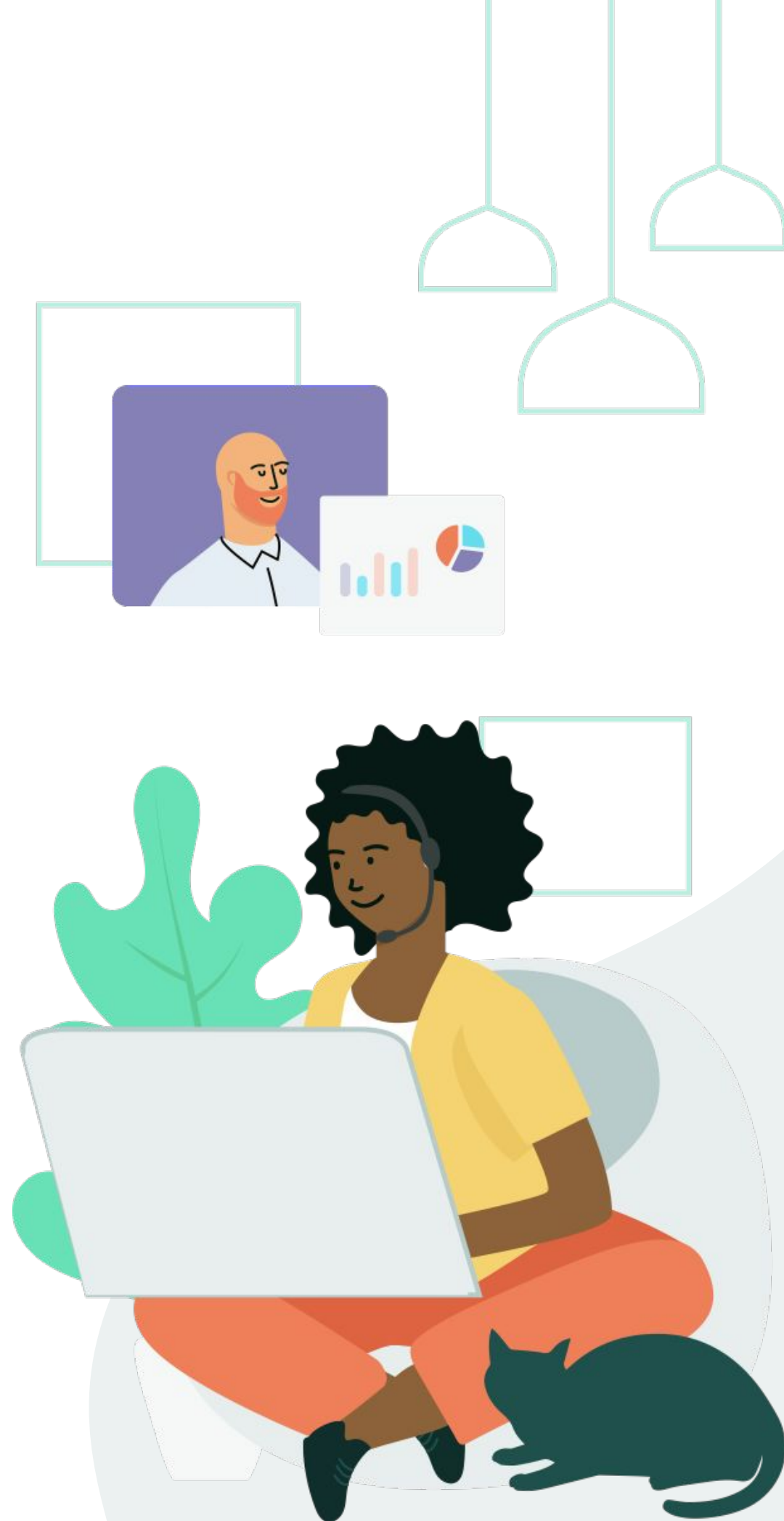
Creating Systems of Support

- Social support was one of the top priorities.
- Remote work environments must be dialed in.
- Beyond social support, the right professional support must be established → having the right software to ensure quality during emergency times.

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POLL

The Foundation of Transitioning to Remote Work

- Foundational stones in place: Virtual Desktop Infrastructure, "NinjaCloud"
- QA monitored through Playvox
- Time Doctor

Transitioning to Remote Coaching

- No surprise that coaching done in-person and coaching done virtually are entirely different.
- Create more structure.
- Coaching became more focused.

Creating Real Moments Through Remote Coaching

- A main focus was on creating real moments.
- Core value #1: Employee-focused.
- Happy hours, games, challenges.
- Distance bias is real.

POLL

Three Takeaways

1. Software is Key

- Understanding costs associated with running a remote team
- Playvox for QA and Coaching
- NinjaGlobal webpage

2. Hybrid Model

- Ninjas now go into the Hideout Office for accounts that need on-site support
- Expand outside the Philippines
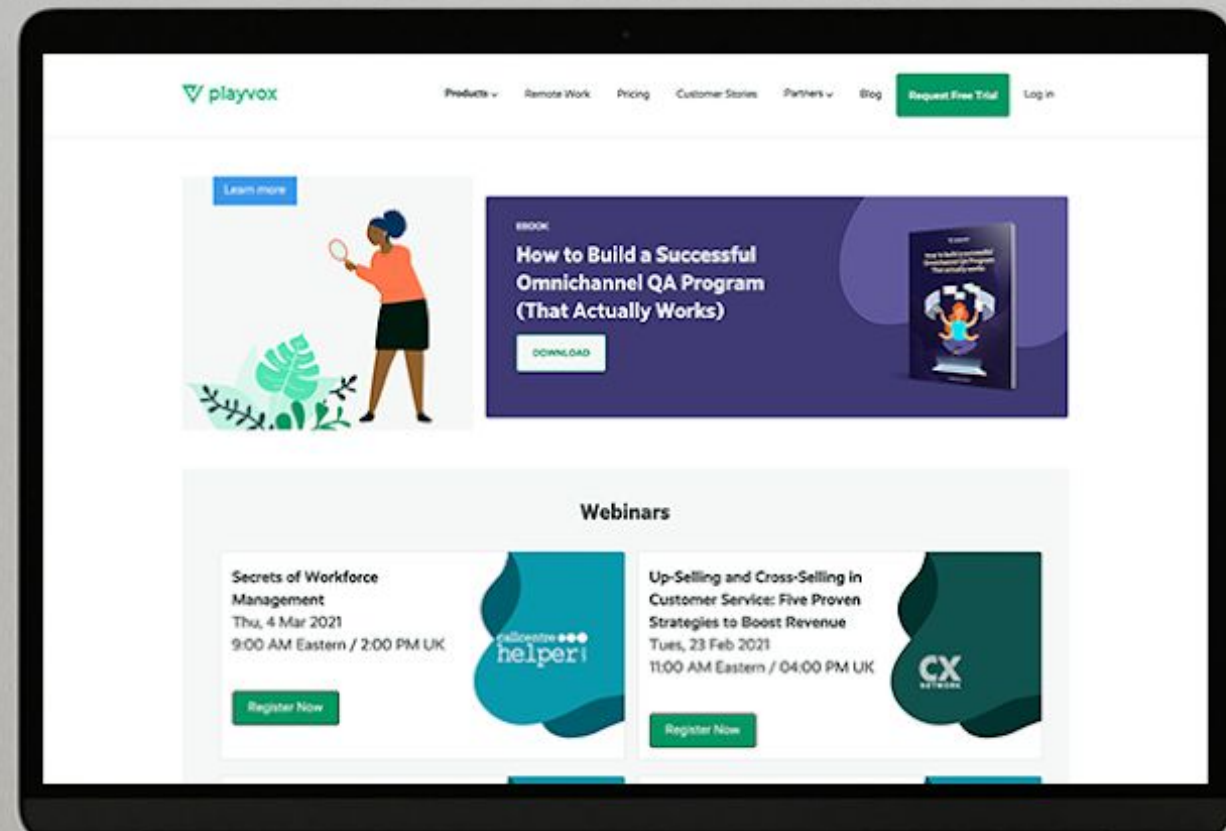- New Ninjas can now start out completely remote

3. Support, Support, Support

- Create social support outside of professional support
- With that being said, have the right professional tools to support Ninjas

Want to Learn More?

playvox.com/resources

Agent Optimization Suite

Quality
Easily identify and prioritize areas for skill development in your customer service teams.

Motivation
Recognize and reward your agents with points that they can exchange for gifts, based on their Quality, Coaching, Learning and overall Playvox results.

Learning
Easily create and provide your customer service teams with online courses and quizzes to ensure continual skill development.

Workforce Management
Intelligently forecast, schedule, and monitor your workforce without the need of specialized resources or data analysts.

Performance
Track agent performance and measure the impact of your QA process.

Coaching
Solve and improve issues in: quality, behavior, compliance, soft skills, customer experience, among many others.

Voice of the Customer
Translate customer sentiment into actionable metrics while delivering real-time feedback to your agents and team leaders.