



**Zendesk + Playvox**

**Better Together!**

# We thrive in change, because we're different.



## Digital-first

Customer Service Tickets,  
Chat, Email, and SMS Requests  
- Plus, of course, voice.



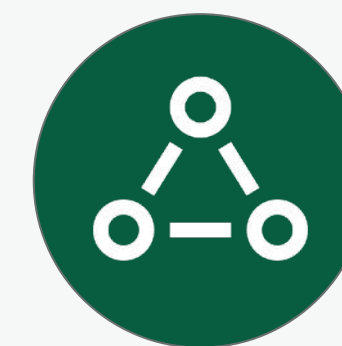
## Integrated

Built on Open API's and  
integrated with leading CCaaS  
and CRM solutions



## Intuitive

Modern UI built for  
business users



## Comprehensive

Investment Protection -  
Quality. Coaching, Learning,  
Performance, Motivation, WFM

# Playvox Workforce Engagement Management Suite (WEM)

Welcome to the Digital Age of  
WEM



## Motivation

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

## Workforce Management

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

## Coaching

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

## Quality

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

## Learning

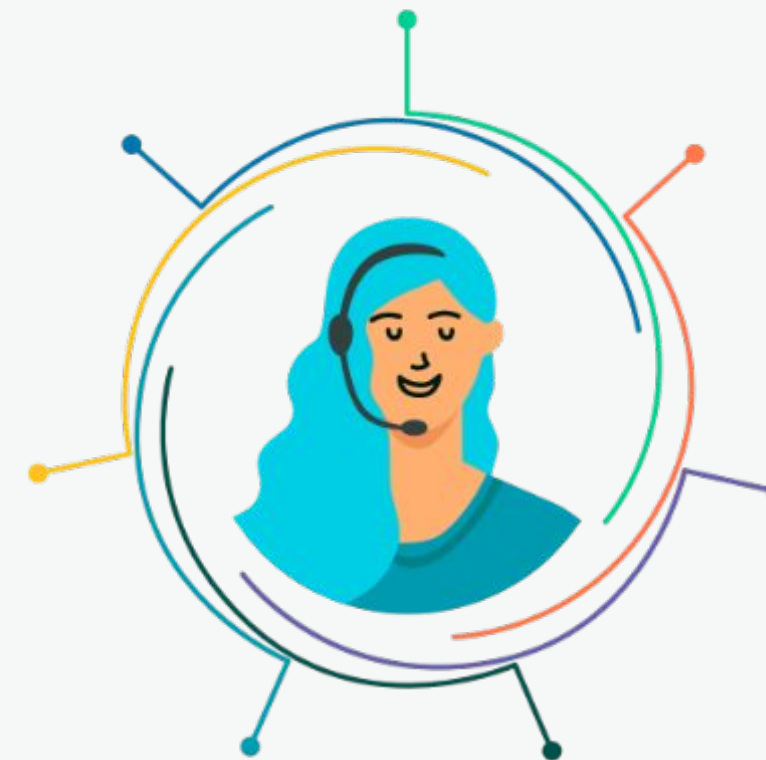
Easily create and provide your customer service teams with online courses and quizzes to ensure continual skill development.

## Performance

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

## Voice of the Customer

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



# Playvox + Zendesk = Better Together

## Quality Management

- **Pre-Built Integrations** – Easily import interactions from Zendesk Chat and Zendesk Support for quality evaluations
- **7 Solutions Under One Roof** - Without Playvox, clients must build their own solution piece-meal

## Workforce Management

- **Empower Agents** – Select different Aux Codes/Statuses for real time adherence, view their schedule for the day with task reminders, and ensure ticket handle time is captured - all via the Playvox App for Zendesk
- **True Real-Time Visibility** – Real time views of schedule adherence, occupancy, and productivity, as well as visibility of the complete customer journey
- **AI Does the Work** – Forecasting and scheduling based on rolling 12-month AI learning



# Zendesk Selected Playvox WFM



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## How Playvox Helped Zendesk Cut Daily Variance in Half



Zendesk is a global CRM company that builds flexible, scalable software designed to improve customer relationships. Zendesk powers billions of conversations for more than 100,000 brands with hundreds of millions of customers and employs over 4,000 people worldwide.

Erin Filsinger is Director of Workforce Management at Zendesk, and Lyn Miller-Bright is Zendesk’s Senior Manager of Workforce Management. They are in charge of forecasting, planning, and monitoring key performance indicators to help their team deliver an excellent customer experience.

**ZENDESK**

Visit 📄

**FOUNDED:**

2007

**INDUSTRY:**

Customer Service Software

**LOCATION:**

The background is a solid green color. It features several thin, white, curved lines that sweep across the frame. A large, white, semi-circular shape is positioned in the lower half of the image, partially overlapping the green background. The text "Demo Time!" is centered within the white semi-circle.

**Demo Time!**

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 playvox +  zendesk

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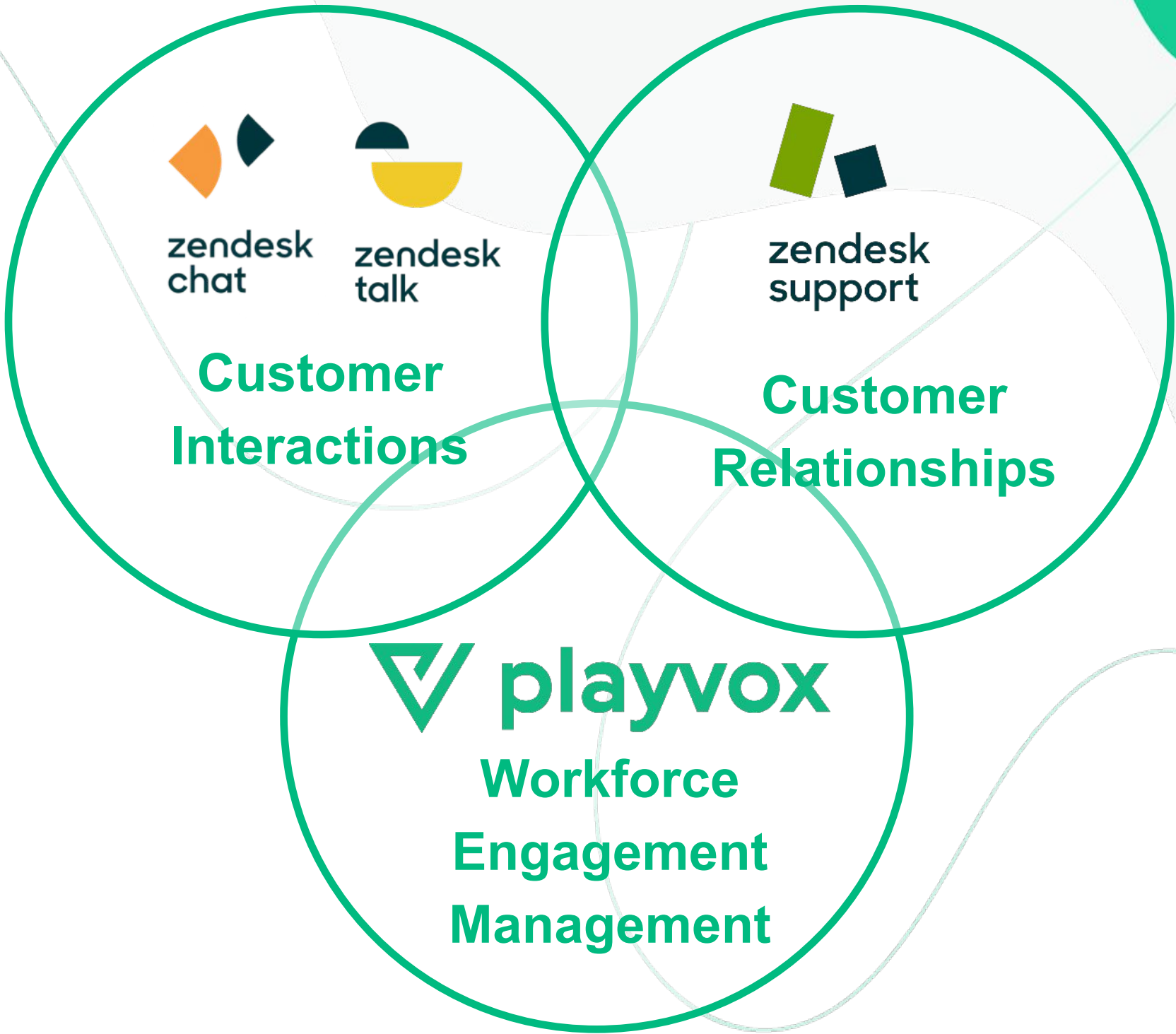
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**Please Contact Us with Questions or  
Opportunities**

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