



# **Ask the Experts**

How to Prepare Your Contact  
Center For 2022

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**Your Experts:**



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# 2021 Trends

1. Pandemic Evolution
2. The Great Resignation
3. Mental Wellbeing
4. Employee Engagement
5. Consumer Behavior





# 2022 Look Ahead

1. Consumer Tolerance
2. Hybrid Work
3. Employer of Choice
4. Gen Z
5. Digital Expectation



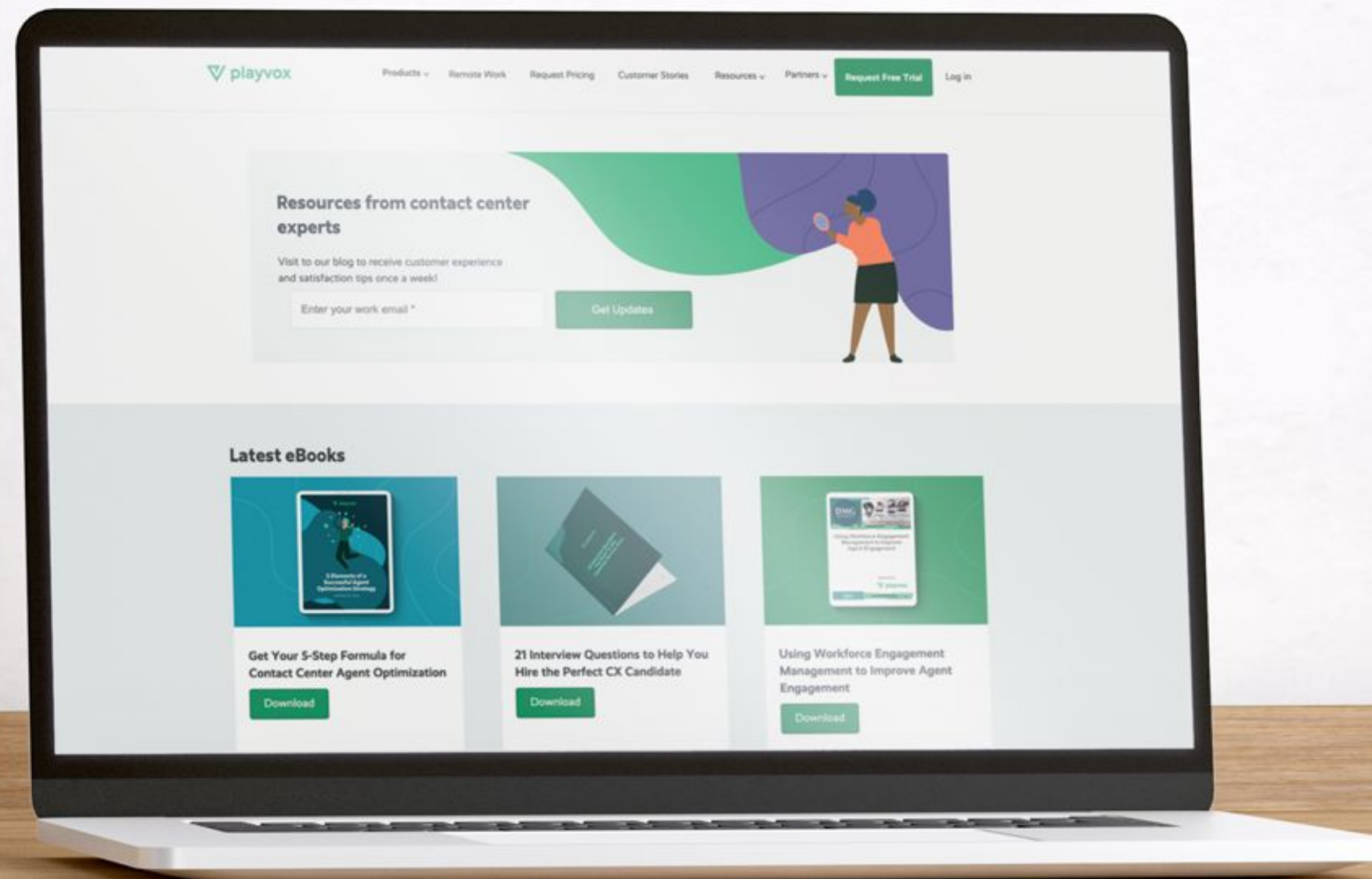
# Stump the Chumps!

## Q & A



# Visit Our Resource Center

[playvox.com/resources](https://playvox.com/resources)





## Quality

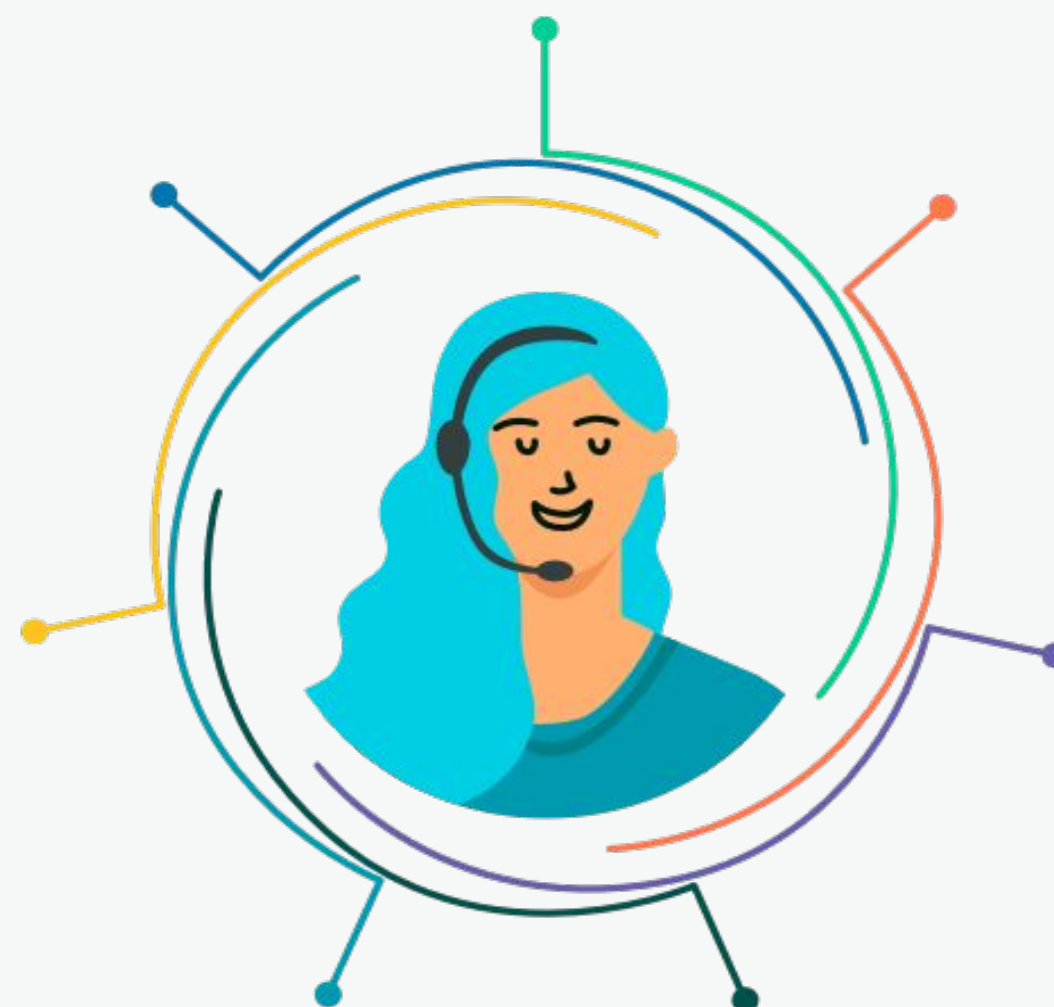
Easily identify and prioritize areas for skill development in your customer service teams.

## Motivation

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

## Workforce Management

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



## 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.

## 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.