



Nikki and Micki Setting The Table:

(Workforce Planning To Provide
Gold Standard Service)

Your Hosts:



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The Menu for Today:



What is Gold Standard Service

Knowing Your Dinner Guests

Introducing Generation F-LX

Workplace Flexibility- The New
Normal

Planning the Party

Home Time

POLL

What is Gold Standard Service?

The three legged stool

Creating gold standard service



The Four Steps:



- Make sure employee selection is First Class
- Employee Orientation on Day One
- Training
- Daily Line-Up

Knowing Your Dinner Guests



- Realize demographics

Introducing Generation F-LX



Gen F-LX:



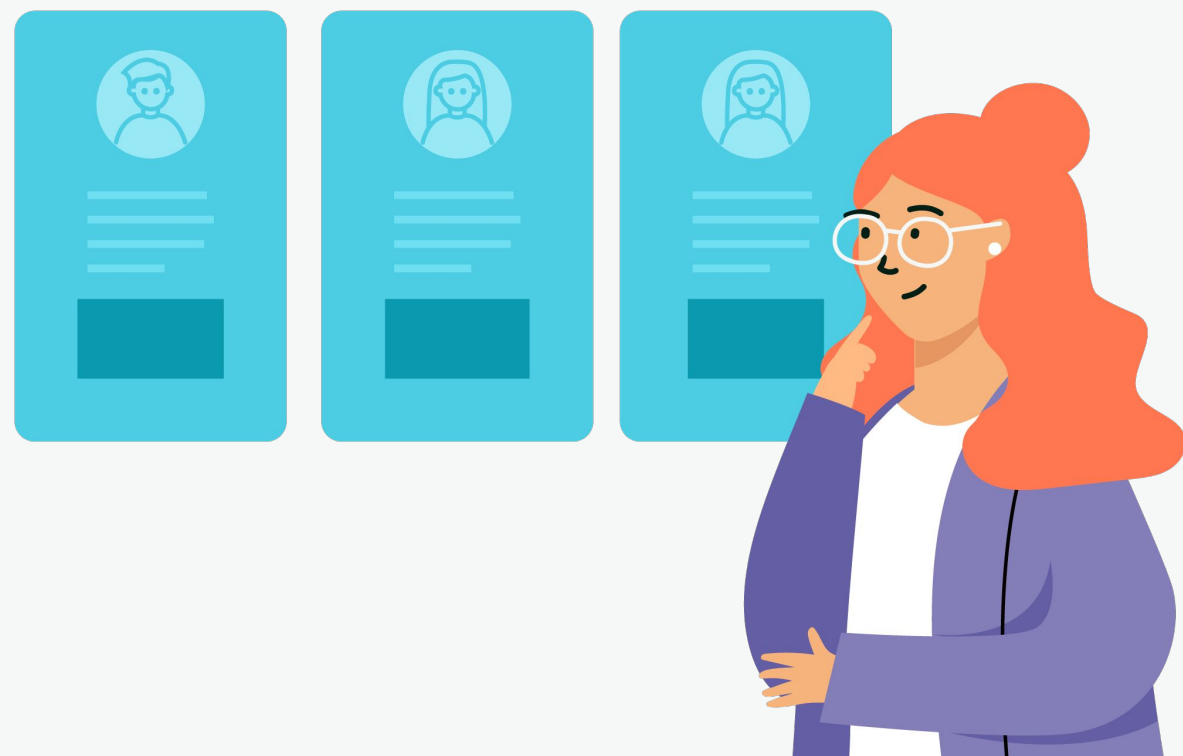
- Over half (59%) of Gen FL-X expect flexible working
- Almost 8 in 10 (79%) felt workplace flexibility would be a fairly or very important consideration

Workplace Flexibility - The New Normal



- Is a strategy to adapt to changing circumstances
- Meets the needs of both the business and its workers.
- Enhances work-life balance leading to greater satisfaction and retention.

Planning The Party



- Streamlining wait times
 - IVR
 - Digital Channels
 - Self Service
- The importance of Shrinkage
- What If scenarios

The Day has Arrived!



- Real-time
- When things don't go right
 - Making changes on the fly
- QA - Front end team members

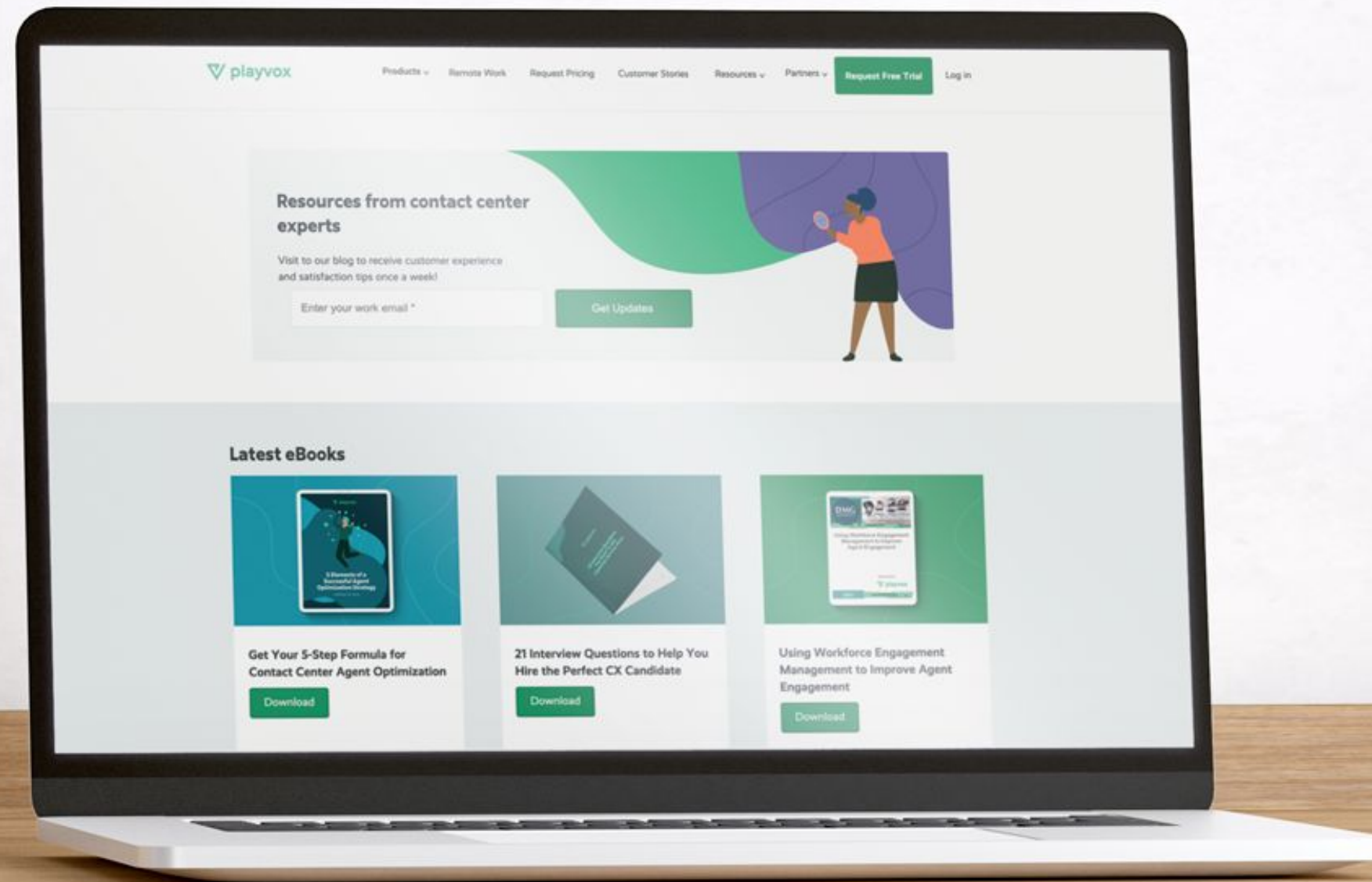
Home Time - The clean up begins



- What went wrong and why?
 - The importance of QA
- Insight and data
- Re-visit Shrinkage
- Health of forecast
- Normalization
- Scheduling activity - Driving the right behaviour and continuous improvement

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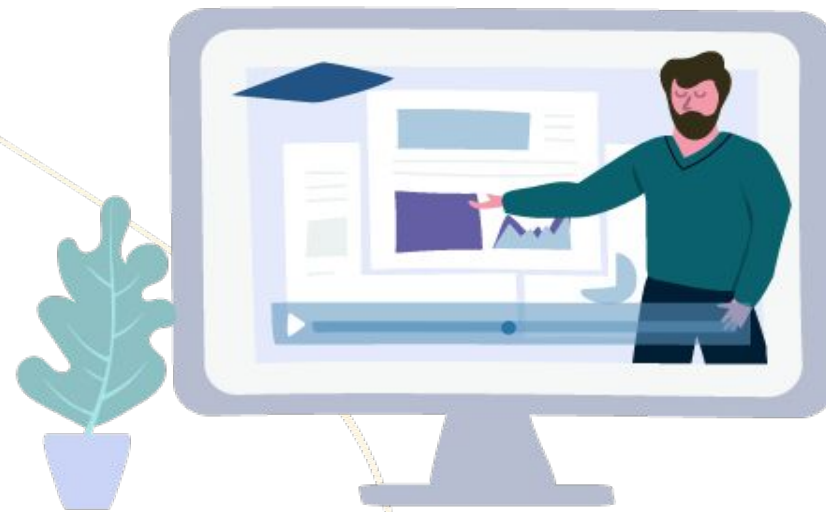
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EBOOK

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EBOOK

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POLL

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.

Coaching

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

Voice of the Customer

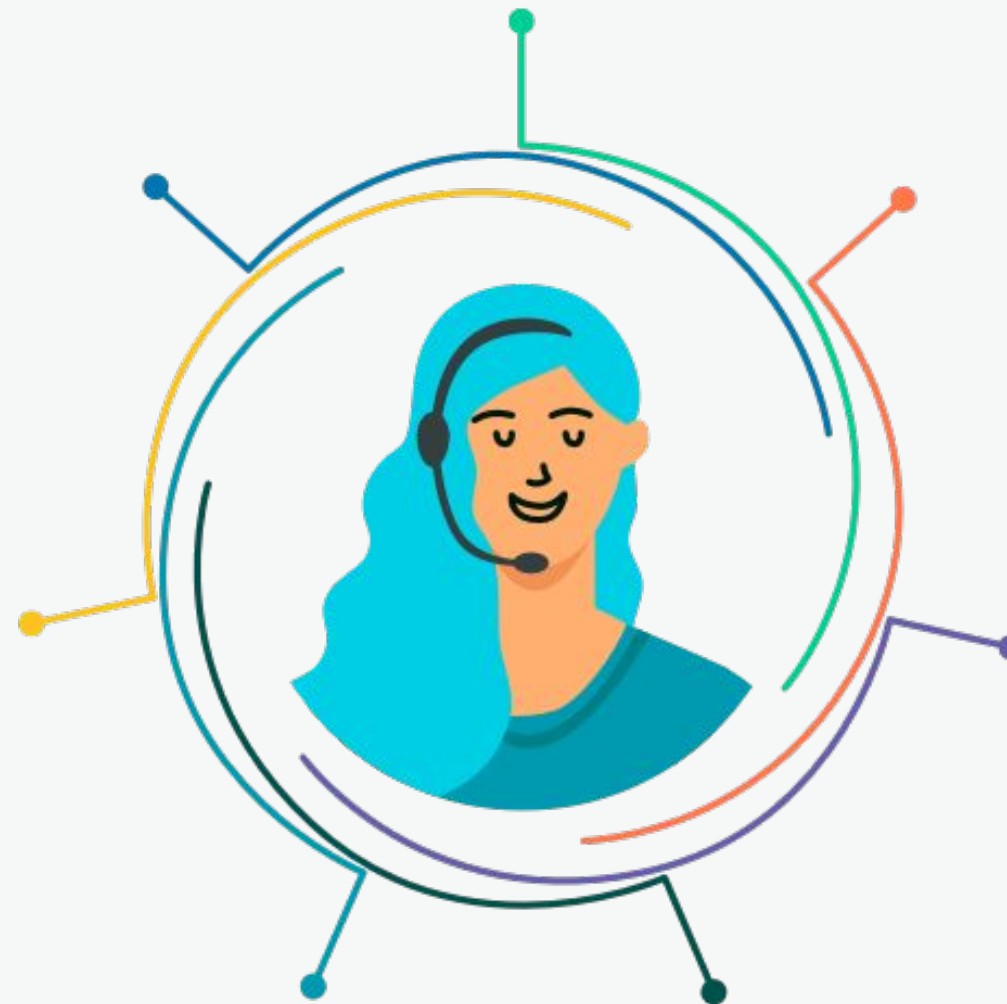
Translate customer sentiment into actionable metrics while delivering real-time feedback to your agents and team leaders.

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.



Questions?

