

# Verint Workforce Optimization

As customer expectations evolve, so must the approach that your organization takes to deliver service. With interactions taking place across various communications channels and organizational touch points, it no longer makes sense to manage service delivery in functional silos. You need an enterprise approach to customer service, with the ability to manage the employees who are part of the service delivery process, regardless of their department or functional area.

Verint® Workforce Optimization™ offers organizations a comprehensive way to capture, evaluate, manage, and analyze omnichannel customer interactions. This enterprise solution is a broad set of unified software and services that can enable you to capture interactions and manage the performance of your employees across your enterprise, or in targeted areas of your business, including:

- Back-office operations
- Branch operations
- Contact centers
- Financial trading rooms

Verint Workforce Optimization comprises a suite of unified solutions with an intuitive and dynamic user interface and unique business process workflows available right out of the box. This can help you quickly gain access to information for faster decision making. Other advantages include simplified system administration and maintenance, intuitive interfaces and navigation, and reduced total cost of ownership. Verint Workforce Optimization offers proven applications for:

- Recording (IP, TDM, SIP, and screens)
- Quality Management
- Enterprise Workforce Management
- Performance Management (including eLearning, Gamification, and Coaching)
- Desktop and Process Analytics



Verint Workforce Optimization helps increase employee and customer satisfaction and engagement, while lowering the cost of service delivery.



## Key Benefits

- Provides visibility and real-time guidance for enhancing customer service processes and workforce performance.
- Delivers omnichannel intelligence to help organizations make better, faster, and easier decisions that can optimize customer engagement and employee productivity, drive revenue and competitive advantage, and enhance compliance and security.
- Provides the industry's most unified, mature workforce optimization platform, with best-of-breed functionality, simplified system administration and maintenance, intuitive interfaces and navigation, and reduced total cost of ownership.
- Accelerates and increases return on investment through expert consulting services.

## Get the Most from Your People, Processes, and Technology

Verint Workforce Optimization can provide you with unprecedented visibility into the people, processes, and work across multiple functional areas of your organization, helping you:

- Capture and analyze customer interactions, journeys, and sentiments across channels.
- Enhance the quality and security of customer interactions.
- Drive deeper engagement with customers and employees.
- Improve internal processes and compliance.
- Boost employee productivity and performance.
- Uncover business trends and areas of opportunity.

### Working Together to Enhance Enterprise Performance

Verint Workforce Optimization works in tandem with other Verint solutions, such as Speech Analytics, Text Analytics, and Engagement Analytics; Enterprise Feedback Management; and Telligent Community™. It can help you transform the raw data obtained from these products into Actionable Intelligence®, so you can understand what's happening in your business and why — and make better, faster, and easier decisions.

Because Verint Workforce Optimization's functionality all works together, you can obtain greater insight into workforce performance, customer interactions, customer service processes, and customer loyalty than you might from different systems and applications. It can provide you with a closed-loop system for continuous, enterprise performance improvement that can help you:

- Capture omnichannel customer interactions in their entirety, selectively, on demand, or randomly.

- Practice customer-driven quality by evaluating employees using a greater number of interactions that are of high business value and relevance.
- Manage, coach, train, and enhance individual and team performance against goals using performance management plans.
- Schedule and deploy the right number of staff with the appropriate skills at the right time to handle omnichannel interactions.
- Gain visibility into performance and processes to identify execution issues and deliver real-time guidance to employees.
- Make decisions that can improve service delivery, efficiency, products, processes, and profits.
- Drive operational and service improvements by delivering targeted training and re-designing processes.
- Refine your forecasts and performance goals based on KPIs and other valuable intelligence.

Verint Workforce Optimization can be licensed as a whole or by individual product and can be deployed in the cloud or on premises to suit your business needs.

### Benefit from World-Class Consultants

Verint offers a range of Professional Services to help you get the most from your investment, including Business Advisory Services, Implementation and Enablement Services, and Application Managed Services. Regardless of the services you select, you can be confident that our experienced teams offer practical knowledge and are committed to your success.

### Verint. Powering Actionable Intelligence®

Verint® is a global leader in Actionable Intelligence® solutions with a focus on customer engagement optimization, security intelligence, and fraud, risk and compliance. Today, more than 10,000 organizations in 180 countries — including over 80 percent of the Fortune 100 — count on Verint solutions to make more informed, effective, and timely decisions.


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