

# Verint Back-Office Quality Management

Back-office operations are continually pressured to improve efficiency, manage costs, and contribute to an exceptional, end-to-end customer experience. But processing and quality problems in the back office can result in customer dissatisfaction and increased calls to the contact center.

Verint® Back-Office Quality Management™ helps automate the manual tasks associated with quality audits and reviews by capturing, monitoring, and measuring employee and organizational performance in the back office while providing visibility into the quality of the work performed. The solution combines evaluations, data collection, and screen capture with coaching and eLearning functionality on a unified platform. Its dashboard-style portal displays back-office metrics in an easy-to-understand format that presents information based on the role and rights of each user.

Flexible and highly scalable, Verint Back-Office Quality Management can support thousands of seats across multiple sites, lines of business, and time zones while allowing unified, enterprise-wide access to recorded screen interactions, evaluations, and reports. It's a powerful solution that can help you look beyond outcomes to understand how employees execute their work — and how effectively your processes and technologies support them.



Verint Back-Office Quality Management provides a single solution for managing quality, helping to eliminate manual review and use of multiple tools and spreadsheets to capture and track quality.



## Key Benefits

- Provides your organization with visibility into the quality of work performed in back-office operations, so you can leverage this insight to help improve productivity, accuracy, efficiency, and customer service.
- Helps automate and streamline your quality management program by enabling you to integrate quality evaluations, coaching, and performance reporting.
- Helps reduce errors and rework, streamline processes, drive down costs, and speed turnaround times.

## Capture, Evaluate and Learn from Staff Desktop Activity

Verint Back-Office Quality Management's online evaluation forms can make it easy to monitor and evaluate employee performance. Since the majority of back-office work is performed on the desktop, Verint Back-Office Quality Management can provide real-time visibility into employee desktops, transactions, and the contributions from one or more employees to a particular work item or case. You can also define business rules and attributes to help you target and capture the right transactions automatically. This can enable you to focus on interactions by customer type, escalations to supervisors, compliance issues, and more. Captured screen interactions are tagged and stored automatically for easy, intuitive search and review.

Recorded interactions can be integrated with Verint Coaching™ to provide out-of-the-box workflow for scheduling, delivering, and tracking. By tying coaching together with evaluations and training — and making this information available right on the manager's desktop — your organization can provide employees with better guidance on how to develop their skills.

Verint Back-Office Quality Management provides centralized workforce optimization administration across multiple sites, helping you make better decisions faster and implement them right away. The solution helps eliminate manual entry and the use of multiple tools and spreadsheets to capture and track quality scores. You can administer staff information from a single point

in the system, significantly lowering administration overhead and total cost of ownership. What's more, you can choose from an extensive set of standard, pre-configured reports, or conduct ad-hoc queries for more sophisticated analysis of your operations.

Equipped with this insight, your business can improve efficiency, employee skills, and customer satisfaction. The solution can help you reduce errors and rework, streamline processes, drive down costs, and provide staff with better coaching and training to help enhance accuracy, turnaround times, and customer service.

## Part of the Verint Customer Engagement Portfolio

Verint Back-Office Quality Management is part of a patent-protected portfolio of customer engagement solutions that help organizations enrich customer interactions, improve business processes, and optimize their workforces to enhance loyalty, increase revenue, mitigate risk, and manage operational costs.

## 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 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 over 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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