

Verint Branch Desktop and Process Analytics

Many financial services institutions and other organizations with branch networks have little or no visibility into the activities and processes of their individual employees in customer service and branch sales. This lack of information can make it difficult to identify issues, recognize effective sales behaviors and techniques, and gain insight necessary for optimizing branch operations.

Verint® Branch Desktop and Process Analytics™ software can track how employees navigate and use different applications, screens, and processes. Optional functionality available in Verint® Process Assistant™ can also provide real-time guidance scripts and automation to help them work more efficiently. This powerful solution can help you better understand staff utilization, productivity, and performance, and use this visibility to reduce costs and deliver a more pleasing, consistent customer experience.

Verint Branch Desktop and Process Analytics can capture employee desktop activity from different systems and applications, map specific processes, and measure the time to complete each request or transaction. Using this information, you can:

- Manage and improve the performance of individual employees by comparing their work processes to those of top performers (sequences of activities and duration of transactions) and assigning appropriate coaching and training.
- Evaluate overall effectiveness by region, branch, team, or employee through summary reports and dashboards that use key performance indicators derived from actual desktop activity.
- Review and evaluate the activities performed by individuals or teams on a single work item to gain deeper insight into their contributions toward achievement of service-level goals.
- Recalibrate time standards on a regular basis based on verifiable, quantifiable data captured as employees complete each step or process, including tracking activities that cannot be counted from a system feed.
- Reduce errors and rework time by using data to redesign processes and help reduce process variability.
- Help employees make referrals and cross-sell products more effectively by providing them with screen-based scripts in real time through optional Verint® Process Assistant™.
- Reduce risk by identifying and correcting behavior that does not comply with regulatory or organizational requirements and policies.
- Discover employee idle time and recapture capacity to be used for branch productivity.



With Verint Branch Desktop and Process Analytics, you can gain visibility into how customer service and sales staff in your branch networks use applications on their desktops and use this intelligence to enhance your operations.



Key Benefits

- Provides increased visibility into desktop application usage, helping organizations make better operational decisions by understanding how employees spend their time.
- Helps improve staff utilization and productivity by identifying excess capacity to support other work or revenue-generating activities.
- Helps reveal behaviors and activities that do not comply with regulatory requirements or operational policies.
- Provides employees with real-time guidance scripts through optional Verint® Process Assistant™ to help improve the customer experience and make engagement more efficient and effective.

Identify Issues and Take Immediate Action

Verint Branch Desktop and Process Analytics offers valuable insight for managing key aspects of your operations, including:

Staff Productivity and Sales — The solution can track and report on application activities taking place on the desktop, showing which applications employees use — including how they use them, when, and for how long. This can help you understand how your employees are spending their time, and whether they're using applications, such as CRM systems and customer needs assessments, to achieve sales and service goals. Since the solution also reports on periods of idle time, you can use the information to redirect your staff to value-added tasks or revenue-generating activities.

Staff Performance — Supervisors can evaluate the quality of each employee's work, including the time, steps, and sequences required to complete each transaction. The activities (contributions) performed by individuals or teams on a single work item can be collected in a central repository, facilitating quick review and evaluation. You can determine how employees are performing against average time standards and activity profiles for each role and transaction. You can also gain objective, unbiased visibility into how top performers are using applications and performing processes, enabling you to develop best practices and use this insight for coaching and training.

Process Evaluation and Compliance — The solution provides deep insight into processes, including frequently followed paths, alternative paths, efficiencies, and exceptions — a key benefit for understanding whether employees are following processes correctly. You can leverage this insight to identify processes that need improvement, or steps that are particularly time consuming. Alerting capabilities can notify you of special or unusual situations, such as high-dollar transactions or suspicious behavior. You can also determine staff uptake on new process rollouts, and proactively offer coaching as necessary to help achieve your goals.

Staffing Plans — You can automate the capture of ongoing activity time standards at a more granular level and track activity volume that is unavailable from a system feed. You can use this data to calibrate existing time standards and refine the historical volume in your workforce management model to improve staffing plans.

For even greater value, Verint Back-Office Desktop and Process Analytics can be enhanced with optional functionality:

Verint® Process Assistant™ — Helps employees complete tasks faster by providing guidance and automation wizards that overlay applications, showing staff exactly what to do, preventing them from proceeding in some situations, and even performing the work for them in others. The solution can automatically provide staff with "Guide Me" or "Show Me" scripts, and pre-populate data across applications to help increase accuracy and productivity.

Part of the Verint Customer Engagement Portfolio

Verint Branch Desktop and Process Analytics 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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