

Verint Contact Center Desktop and Process Analytics

Although most contact centers are familiar with recording and monitoring the quality of telephone interactions, data privacy regulations increasingly are requiring them to distinguish the types of information they can record from those they can't. Moreover, the need to manage liability, costs, and efficiency can make it necessary for centers to retrieve specific interactions quickly – and have insight into non-phone activities, such as file management, correspondence, and order processing.

Verint® Contact Center Desktop and Process Analytics™ can help address data privacy requirements while capturing employee desktop activity. By enabling the processes associated with customer service operations to be tracked, measured, analyzed, and refined, the solution can help your contact center improve efficiency, reduce costs and liability, and enhance the customer experience.

Verint Contact Center Desktop and Process Analytics offers functionality to help centers protect private information, limit liability, and gain visibility into non-phone activities by:

- Avoiding the capture of sensitive data.
- Tagging recordings with information to facilitate easy retrieval.
- Identifying agent and system behaviors that do not comply with industry regulations and company practices.
- Improving productivity by showing how employees use applications and systems to perform their work.
- Collecting and centralizing the contributions from one or more employees to a particular work item or case, helping you pinpoint where processing irregularities may have occurred.
- Identifying issues in calls and corresponding desktop activities, and providing immediate drill-down to help reveal root cause.
- Detecting flawed processes.
- Revealing the successful behaviors of top performers.



With Verint Contact Center Desktop and Process Analytics, your organization can avoid capturing sensitive customer data, facilitating compliance with consumer protection regulations.



Key Benefits

- Facilitates compliance with consumer protection regulations by helping contact centers avoid capturing sensitive customer data.
- Provides visibility into agents' off-phone activities, application usage, processes, and schedule adherence to help reveal hidden capacity and increase productivity.
- Provides real-time guidance scripts to agents to help improve the customer experience and make engagement more efficient and effective when enhanced with optional Verint® Process Assistant™.

Identify Issues and Take Immediate Action

Verint Contact Center Desktop and Process Analytics provides a broad range of available functionality, including:

Advanced Desktop Analytics — Provides data capture, event triggering, and analysis of desktop application usage through:

- **Triggers** — Provides user-defined, screen-based desktop triggers to automatically detect select events and activities conducted across agent desktop applications. You can capture specific types of interactions or particular business functions based on the values of individual fields, key strokes, sequence of screens and other screen events within applications. For example, you can set a trigger to stop recording when customers provide their credit card information, or to capture access to specific customer accounts.
- **Application Analysis** — Tracks and reports on application activities on the agent desktop, showing which applications your agents use — including how they use them, when, and for how long. You can observe patterns in workflow and computer usage, and identify non-work related activities and idle time that can have a dramatic impact on service levels and capacity.

Strategic Desktop and Process Analytics — Provides the functionality of Advanced Desktop Analytics, along with:

- **Collections** — Collects the activities (contributions) performed by individuals or teams on a single work item or case in a central repository for quick review and evaluation. You can easily search and evaluate the contributions of front- and back-office employees from a single, easy-to-use workspace.
- **Process Analysis** — Enables you to define specific processes, then track the volume and status of work using the sequences of trigger data and application usage patterns from Advanced Desktop Analytics. When the software recognizes a specified sequence of steps, it records the data. Reports show which processes have been completed,

how long they took, who performed them, and the steps involved. You can even spot incomplete processes, transaction values, and account data at given steps.

- **Process Discovery** — Graphically maps, step by step, how agents execute processes based on their actual desktop activities or activity log files. The solution can capture data and create process diagrams in Microsoft Visio® automatically without interrupting work, interacting with critical corporate systems, or requiring predefined process flows or integration with other applications.

For even greater value, Verint 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 Contact Center 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.

Americas

✉ info@verint.com

☎ 1-800-4VERINT

Europe, Middle East & Africa

✉ info.emea@verint.com

☎ +44(0) 1932 839500

Asia Pacific

✉ info.apac@verint.com

☎ +(852) 2797 5678

verint.com

twitter.com/verint

facebook.com/verint

blog.verint.com

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