Verint Enterprise Quality Analysis

The quality of your customer service can be paramount to your success. But are you measuring it consistently and accurately across your channels? Is every part of your organization involved in service delivery — from the contact center to the back office — working together effectively to provide a pleasing customer experience?

Verint® Enterprise Quality Analysis™ is a multi-week consulting engagement that examines the current state of your quality management program and provides actionable recommendations to help you take it to the next level.

Designed to address the needs of high-volume, high-touch environments, Verint Enterprise Quality Analysis goes far beyond traditional soft-skills analysis. It can help the leaders of the functional areas that directly impact the customer experience — such as contact center or back-office operations — gain insight to better coach and empower their teams to address customer needs.

Our consultants will review your transactional data, such as quality statistics, and call, operational, and branch metrics. We'll also conduct focus groups and surveys, review your first-call resolution metrics and tools, and perform quality assurance call reviews and side-by-side observations. By analyzing this data, we can provide assessments of key influences on the customer experience, including:

- Customer expectations
- Customer service/contact center metrics
- State of quality assurance analyst training
- Alignment of the quality program with training materials and operational goals
- Review of operational performance
- Involvement of senior leadership in defining objectives for the program
- Calibration program to ensure consistency between auditors
- Accurate and complete assessment provided to customers

We review all aspects of the quality management process, including program objectives, goals and activities, frequency of analysis, effectiveness of coaching, clarity of supervisor and QA manager roles, and level of management involvement. Our process helps us understand the whole picture, including gaps in service, and identify specific opportunities for improvement.

Verint Enterprise Quality Analysis can help you strategically assess your quality management program, identify opportunities for improvement, and act on those opportunities.
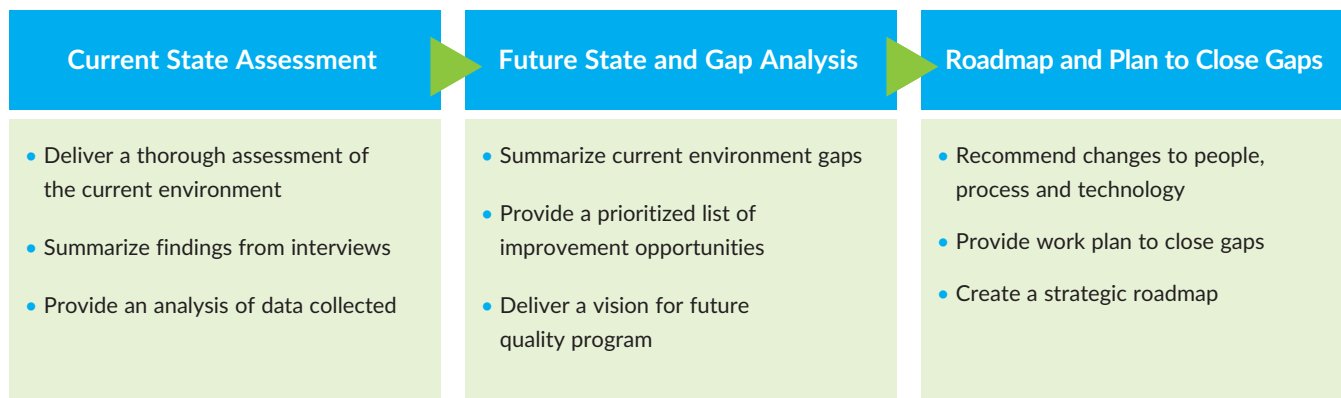
Key Benefits

- Helps you manage the quality of customer interactions throughout the enterprise.

- Enhances coaching to facilitate continuous performance improvement.

- Facilitates development of more productive, empowered teams.

- Helps improve consistency of quality evaluations and coaching.

VERINT®

The Verint Approach

As part of Verint Enterprise Quality Analysis, we review and analyze the data and information gathered to deliver the following:

Current State Assessment	Future State and Gap Analysis	Roadmap and Plan to Close Gaps
• Deliver a thorough assessment of the current environment • Summarize findings from interviews • Provide an analysis of data collected	• Summarize current environment gaps • Provide a prioritized list of improvement opportunities • Deliver a vision for future quality program	• Recommend changes to people, process and technology • Provide work plan to close gaps • Create a strategic roadmap

Delivered over four to six weeks, the Enterprise Quality Analysis process includes three phases:

1. Current State Assessment: We collect the relevant data to perform a thorough assessment of customer interactions, including people, processes, and technology. Assessments of transactional data, focus groups, surveys, onsite observations, and call reviews are used to determine areas for initial improvement. Current quality scorecards will be reviewed, along with existing calibration efforts.

2. Future State and Gap Analysis: We find where gaps exist and identify opportunities for improvement to your quality efforts. We then develop a strategy framework and recommendations for prioritizing and addressing those gaps. We define the benchmarks and best practices by which progress will be measured.

3. Roadmap and Plan to Close Gaps: We develop a plan to help ensure customer interactions are in line with your long-term vision and goals. We outline solutions to address existing and potential gaps and develop a strategic roadmap to help you improve quality across the enterprise.

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 for customer engagement optimization, security intelligence, and fraud, risk, and compliance. Today, more than 10,000 organizations in over 180 countries use Verint solutions to make more informed, effective, and timely decisions. Learn more at **www.verint.com**.

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

VERINT®