

Verint Enterprise Workforce Management

Many organizations face the challenge of managing their staff, work, and processes across decentralized and virtualized operations while adapting to new communications channels and evolving customer expectations. In this environment, balancing workload, staffing, and other resources across different functional areas can be critical for delivering effective customer service. However, few organizations have a means for systematically collecting, analyzing, and acting on cross-departmental data.

Verint® Enterprise Workforce Management™ is a web-based solution for planning, forecasting, and scheduling work as well as managing resources and processes across the enterprise, from contact centers to branch and back-office operations.

Verint Enterprise Workforce Management provides unified applications designed specifically to help organizations gain visibility into – and more effectively manage – the work they perform, the activities of people who perform it, and the processes used to accomplish it. The solution offers a single view into all employees, including their respective skills, proficiencies, rank, and availability to handle workload. By leveraging this information, you can quickly align your workforce with your workload, deliver a more consistent customer experience, and benefit from:

- Meeting service-level goals efficiently across back-office and branch operations, as well as inbound and outbound phone, email, chat, text, video, and social media channels.
- Obtaining a holistic view of work across resources and functions, with the ability to minimize overtime by better utilizing staff to manage peaks in workflow.
- Gaining more accurate insight into actual production standards across the enterprise.
- Comply with government, union, and “time-banking” regulations.
- Reducing the costs associated with scheduling employees.



With Verint Enterprise Workforce Management, you can quickly align your workforce with your workload to help you deliver consistent service and a better overall customer experience.



Key Benefits

- Provides visibility into staffing, processes, and work across the areas of your enterprise that impact the customer experience.
- Enables accurate forecasting of work volumes across functional groups, with the ability to efficiently schedule the appropriate resources to meet demand.
- Leverages performance information as needed to help you achieve operational excellence and meet service-level agreements.
- Helps you realize the advantages of a virtual workforce, with the ability to pool and deploy available, cross-trained resources in different functional areas.

Gain Unprecedented Visibility into Workload, Staffing, and Processes

Because Verint Enterprise Workforce Management is a web-based solution, it eliminates the need for a thick or rich client, simplifying maintenance requirements while removing the cost and performance issues associated with terminal services. Multi-tenant capabilities equip the solution to support cloud-based deployments, and a browser provides quick access to all functionality, including:

- **Data Capture and Work Item Tracking** — Automatically captures workload information, such as volume by time interval and individual employee productivity, from ERP and CRM systems, as well as from a manual data entry interface. A work item tracking feature can track the individual case level, enabling operations managers to monitor item aging and view predictions for meeting expected cycle times. This feature helps reduce the risk and penalties associated with missing service-level agreements (SLAs).
- **Strategic Planning/Modeling** — Enables managers to create high-level workload and capacity planning models for contact center and back-office operations. Models can factor in average cycle times, employee skills and proficiencies, and the cost and availability of resources throughout the enterprise to calculate headcount requirements and service-level projections based on existing staff. Managers can use models to optimize among a number of variables, including hiring, overtime, and vacation hours.
- **Resource Utilization** — Enables users to create work-demand forecasts using resources from across departments. The forecasting model can factor in backlog, deadlines, and completion targets, facilitating schedule adjustments to meet SLAs. Activity-based and employee-based scheduling are supported, enabling activities to be measured in one-minute increments and over/understaffing situations to be detected quickly.

- **Intraday Management** — Offers real-time schedule adherence management, with alerts when events and metrics deviate from plan. Managers can track operational metrics, such as staffing level and backlog, against forecasts, then use intraday trending data to reforecast and take corrective actions.
- **Employee Portal** — Enables employees to easily manage their own schedules without impacting service levels. Using a personalized home page, individuals can view their current and future schedules, schedule adherence, and opportunities to request time off, start times, and/or shift swaps. They can also access assigned eLearning courses and coaching materials. With our Mobile Work View app, employees can view scheduling information and perform a variety of schedule change request activities right from their mobile devices.

Part of the Verint Customer Engagement Portfolio

Verint Enterprise Workforce 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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