Verint Essential Workforce Engagement

For Growing Contact Centers

Small- and medium-sized businesses are bound by the same customer service processes and workforce performance challenges as their larger counterparts, but often lack the resources needed to implement technology that could assist them.

Verint® Essential Workforce Engagement™ is a practical solution to help address the most common aspects of customer service and performance challenges — from capturing, archiving, and retrieving interactions to scheduling employees with the right skills to deliver service and monitoring their performance.

Benefit From Streamlined Product Packages Priced to Compete

Verint provides industry-leading, proven products with robust functionality. In addition, we aim to exceed expectations with the level of service provided to you. From start to finish, we want to walk alongside you to help you get the most from these solutions:

- **Verint Quality Management**™ — Captures, replays, and enables large numbers of customer interactions across channels to be evaluated based on business relevance, employee performance, and customer input. By leveraging quality management, you can automate the quality assurance process and bring a focused approach to employee coaching and training.

- **Verint Workforce Management**™ — Simplifies forecasting, scheduling, and adherence monitoring to help reduce costs, improve workforce efficiencies, and drive operational excellence. Contains built-in support for flexible scheduling while offering managers quick views into performance.

- **Verint Workforce Engagement**™ — Combines quality management, and workforce management, offering a holistic approach for contact centers to help reduce operating costs and improve workforce engagement, performance, compliance, and the customer experience.

Now you can:

- Improve service levels by using business insights from captured interactions to target employee coaching and training.

- Provide a better customer experience by scheduling the right number of employees with the appropriate skills to deliver service.

- Deliver shared intelligence to make better, faster, and easier decisions that can optimize customer engagement and employee productivity.

VERINT®