

Verint Voice of the Employee

How effectively does your organization capture feedback from its employees? Is the information actionable? Are you able to link it to customer feedback data and use the insights to help improve enterprise performance and customer service?

With **Verint® Voice of the Employee™**, you can. This innovative solution can help your organization engage and listen to employees on an ongoing basis; understand their motivation, satisfaction, and interest levels; and use this insight to cultivate a loyal, committed staff.

Since employee engagement has a proven, direct impact on increasing employee retention and loyalty, reducing turnover costs, and driving a more customer-focused workforce and environment, it can be vital to your organization's success.

With the Verint Voice of the Employee, your organization can engage and listen to employees, from the time they onboard and throughout their employment lifecycle, helping you understand and respond to their satisfaction and engagement levels. This can enable Human Resources and other functional areas across your business to gain deeper insight into performance drivers, perceived obstacles, and areas of misalignment.



With Verint Voice of the Employee, you can capture and analyze feedback from employees, and use it to make decisions that foster staff engagement, retention, and productivity.



Key Benefits

- Provides centrally managed, global survey capabilities that can support an enterprise employee engagement strategy.
- Helps increase employee satisfaction, retention, and productivity by enabling you to analyze and act on staff feedback and sentiment throughout the employment lifecycle.
- Facilitates alignment of employee satisfaction metrics with customer experience data to offer insight into enterprise performance and the customer experience.

Build an Ongoing Process for Cultivating Employee Engagement and Satisfaction

Frontline employees can provide a wealth of information from customer interactions and proactively offer suggestions on how to improve your organization's processes, products, and services. In fact, employees may often raise issues weeks ahead of customers, providing the opportunity for your business to take action proactively to improve the customer experience — and ultimately, profitability.

But capturing this information can be challenging, particularly for organizations that have large numbers of employees or geographically distributed staff. And employees may also have feedback unrelated to customer interactions, such as issues or suggestions regarding benefits packages, training and development opportunities, and organizational services, including internal help desk, human resources, and technical support services. All of these can impact their satisfaction and productivity.

With Verint Voice of the Employee, you can capture this information from employees across your enterprise using their preferred channels, including email, web, mobile, and SMS surveys. The solution can segment and survey individuals based on attributes — such as demographics, management level, department, location, and tenure — to reveal targeted insights. Real-time analytics and reporting can enable you to create and share customized reports and dashboards easily with stakeholders across your organization, helping to speed decision making. For even deeper insight, the solution uses text analytics to help you gauge employee sentiment.

As a single solution that you can manage in-house, Verint Voice of the Employee provides a timely, cost-effective alternative to traditional, third-party employee satisfaction

surveys. You can easily survey thousands of employees across hundreds of locations and multiple languages, then centrally measure and analyze their feedback.

Align Employee Engagement with Customer Experience

Since employee engagement has direct correlation to heightened customer satisfaction, Voice of the Employee leverages Verint's powerful Voice of the Customer Analytics technology to provide a single platform for integrating feedback from customers and employees. With this holistic view, you can identify trends and best practices, address latent issues and opportunities, and develop highly effective, targeted strategies to enhance customer loyalty and drive revenue.

Verint Voice of the Employee – Part of the Verint Customer Engagement Optimization Platform

Verint Voice of the Employee is part of a patent-protected platform of customer engagement optimization 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 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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