

Verint Workforce Management

Effectively managing your in-office and remote workforce can be challenging. Rising customer and employee expectations have made the task of forecasting your workload and scheduling staff exponentially harder. But with modern tools for scheduling managers and contact center agents, you can balance employee flexibility with customer experience demands.



Now You Can:

- Build accurate plans and forecast models that enable enterprise scheduling flexibility, even in complex environments.
- Create employee schedules to help meet service levels consistently and cost effectively, while accommodating employee needs for flexibility and telework.
- Scale to support inbound, outbound, and blended media, and in-house, outsourced, and virtual contact center operations.
- Provide a single, unified solution that can be deployed in the cloud or on premises to help balance customer and employee satisfaction with cost constraints in your contact center.

Verint® Workforce Management™ helps simplify the complex task of hiring, forecasting, and scheduling, even with large numbers of employees, complex scheduling periods, and many queues to staffing profiles. Its intelligent interviewing features use AI and virtual interviewing to automatically assess an applicant's fit for the role. This unique capability helps elevate candidate quality, accelerate time-to-hire, and enhance employee retention.

The solution also incorporates features allowing users to work from anywhere — critical capabilities during the pandemic and afterwards, as staff return to the office. These features can help your organization support health and safety guidelines on site while providing employees with updates and assurance to feel confident about returning to the workplace. And as a cloud solution, it can free you from the burden of complex infrastructure and administration.

Optimize Scheduling with Automation

Verint Workforce Management can measure and leverage the talents and preferences of individuals and align their skills and proficiencies to produce optimum schedules. Employees can make schedule changes on the fly, while automation adjusts your staffing so these changes won't cause you to miss your business targets. What's more, the solution includes built-in scorecards, allowing you to gain insight into what employees are doing, how effectively they're performing, and where they excel or need to sharpen their skills.

VERINT®

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Stay on Track with Intraday Management

Verint Workforce Management can provide a real-time, graphical view of forecasted, actual, and predicted contact volume, handle time, service-level statistics, and more. You can configure email alerts and screen pop-ups to notify users of deviations from plan and use trends to reforecast, reschedule, and adjust your staffing. With its intraday management functionality, you can:

- Track and compare actual, forecasted, and required statistics.
- View deviations in key contact center metrics.
- Assess trends and historical data.
- Identify, understand, and proactively resolve variations to plan.
- Schedule overtime or provide employees with voluntary time off in overstaffing and understaffing situations.

Schedule and Manage Your Modern Workforce

Today's workforce demands scheduling flexibility, work-from-anywhere options, and easy management of their own schedules. Verint Workforce Management can help you provide employees with flexibility and work-life balance while still meeting service levels. You can:

- Accommodate dedicated, blended, or task-switching environments.
- Comply with government, union, and "time-banking" regulations.
- Schedule based on skill priorities that align with your contact routing strategy.
- Develop optimized, long-term plans for capacity, staffing, hiring, and vacation.

- Use a mobile app to manage their schedules. Employees can access schedules from anywhere, create and monitor requests, receive notifications about status, and view KPI scores.
- Easily pick up extra shifts within the mobile app when the contact center is understaffed.
- Request preferences for start times by day, and preferences for days off in the week.
- View projections for periods of under- / over-staffing, enabling them to request blocks of voluntary time off, or overtime that aligns with their individual skills and proficiencies.
- Review published schedules, calculate time-off accruals, and check the status of shift swaps, shift bids, time off, and vacation requests.
- Post, negotiate, request, and withdraw shift swaps via the mobile app. Information is forwarded to managers for quick and easy processing.
- Create, withdraw, and be wait-listed on time-off requests down to the nearest minute, hour, or day.

Verint's award-winning workforce management solutions can be deployed in the contact center, back office, and branch operations. Organizations around the world rely on Verint Workforce Management™ to help them gain visibility into — and more effectively manage — the work employees perform, the activities of people who perform it, and the processes used to accomplish it.

Part of the Verint Customer Engagement Cloud Platform

Verint Workforce Management is part of a patent-protected portfolio of cloud solutions that enables the world's most iconic brands to efficiently connect work, data, and experiences to build enduring customer relationships.

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.

The Customer Engagement Company™

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