

Verint Workforce Optimization for Government and Public Sector

As the need to improve the cost effectiveness of public services increases and citizen expectations evolve, so must the approach that government and public sector organizations take to deliver service. With interactions taking place across various communications channels and organizational touch points, it no longer makes sense to manage service delivery in functional silos. You need an enterprise approach to citizen service, with the ability to manage the employees who are part of the service delivery process, regardless of their department or functional area.

Verint® Workforce Optimization for Government and Public Sector™ offers government and public sector organizations a comprehensive way to capture, evaluate, manage, and analyze omnichannel citizen interactions. This enterprise solution is a broad set of unified software and services that can enable you to capture interactions and manage the performance of your employees across your organization, or in targeted areas, including:

- Local offices
- Back-office operations
- Contact centers

Verint Workforce Optimization for Government and Public Sector comprises a suite of unified solutions with an intuitive, dynamic user interface and unique business process workflows available right out of the box. This can help you quickly gain access to information for faster decision making. Other advantages include simplified system administration and maintenance, which can reduce total cost of ownership — key benefits for government and public sector organizations.

The solution offers proven applications for:

- Recording (chat, IP, TDM, SIP, screens, and video)
- Quality Management
- Enterprise Workforce Management
- Performance Management (including eLearning, Gamification, and Coaching)
- Desktop and Process Analytics

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Now you can:

- Enhance citizen service processes and workforce performance by gaining visibility into interactions and offering real-time guidance to employees.
- Leverage omnichannel intelligence to make faster and better decisions that can enhance citizen engagement and employee productivity, drive service utilization, improve compliance and security.
- Benefit from the industry's most unified, mature workforce optimization platform, with best-of-breed functionality, simplified system administration and maintenance, and intuitive interfaces and navigation.
- Accelerate and increase return on investment through expert consulting services.

Verint Workforce Optimization for Government and Public Sector

Verint Workforce Optimization for Government and Public Sector can provide you with unprecedented visibility into the people, processes, and work across multiple functional areas, of your organization, helping you:

- Capture and analyze citizen interactions, journeys, and sentiments across channels.
- Enhance the quality and security of interactions.
- Drive deeper engagement with citizens and employees.
- Improve internal processes and compliance.
- Boost employee productivity and performance.
- Uncover service trends and opportunities for service improvements.

Working Together to Enhance Enterprise Performance

Verint Workforce Optimization for Government and Public Sector works in tandem with other Verint solutions, such as Speech Analytics, Text Analytics, Engagement Analytics, Enterprise Feedback Management, and Telligent® Community™. It can help you transform the raw data obtained from these products into Actionable Intelligence®, so you can understand what's happening in your agency or organization and why — and make better, faster, and easier decisions.

Because the solution's functionality all works together, you can obtain greater insight into workforce performance, customer interactions, and citizen service processes and service usage than you might from different systems and applications.

You can benefit from a closed-loop system that can help you:

- Capture omnichannel citizen interactions in their entirety, selectively, on demand, or randomly.
- Manage, coach, train, and enhance individual and team performance against goals using performance management plans.
- Schedule and deploy the right number of staff with the appropriate skills at the right time to handle omnichannel interactions.
- Gain visibility into performance and processes to identify execution issues and deliver real-time guidance to employees.
- Make decisions that can improve service delivery, efficiency, effectiveness, processes and revenue collection.
- Drive operational and service improvements by delivering targeted training and re-designing processes.
- Refine your forecasts and performance goals based on KPIs and other valuable intelligence.

Verint Workforce Optimization for Government and Public Sector can be licensed as a whole or by individual product and can be deployed in the cloud or on premises to suit your organization's needs.

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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