

Verint Automated Verification for Call Centers



Many organizations spend far too much time and money trying to ensure their telephony infrastructures are running properly. In large organizations, call center infrastructures often span different applications from multiple vendors, introducing many potential points of failure and extreme complexity in troubleshooting issues. Furthermore, resource constraints can make it nearly impossible to verify that all systems are functioning and resolve issues as they are discovered.

With Verint® Automated Verification™, your organization can ensure its telephony infrastructure is working properly. This vendor-independent solution performs system testing and monitoring automatically across multiple vendor platforms, applications, and communication paths to help ensure their optimum operation. It can actively check systems for issues and proactively simulate customer interactions to validate the operation, configuration, and performance of applications, communication flows, and call recording across your organization. It's a practical solution that uses automation to help reduce costs and risks while offering you the assurance that calls are accurately received, routed, and recorded without exceeding budget constraints.

Verint Automated Verification offers flexible deployment models and test management schemes, with multiple dashboard and alerting options to help ensure operations teams are fully in control and aware of system health, status, and performance. Trusted by leading organizations worldwide, the solution can enable your business to operate in a compliant, efficient manner, with confidence that:

- Communication elements are configured accurately and consistently throughout the enterprise.
- All recordings are captured and retained per policy.
- Performance is not degraded during or after upgrades to new technologies.
- Recording quality is acceptable to provide evidence when required — either as evidence of meeting an SLA or a regulation.
- Insight into user behavior and trends is available to support business and compliance needs.
- Your organization is better prepared to adhere to current and potential future regulatory mandates.

Now you can:

- Verify that your underlying communications and recording infrastructure is fully operational and meets requirements while mitigating the risk of costly disruptions.
- Automatically monitor and test operations, performance, and regulatory conformance to help prevent the negative consequences of a missed recording.
- Save time and resources required to perform repetitive and time-consuming tasks, and lower total cost of ownership by better managing assets, SLAs, and systems.
- Understand the status of your critical communications environment across multiple vendors and services, including PBX, UC, mobile, audiovisual, and recording solutions.

VERINT®

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Safeguard Your Communications Infrastructure

Verint Automated Verification delivers a holistic approach for verifying that critical communications infrastructure, processes, and users are fully operational and adherent to internal policies and procedures as well as external rules and regulations. Instead of struggling to monitor and test the disparate array of applications supporting your telephony infrastructure, you can automate the process, dramatically reducing the effort and resources required to be assured that calls are received, routed, and recorded accurately. The solution incorporates a comprehensive set of automated offerings, including:

- **System Check** – Automatically tests the entire voice communications and recording infrastructure to indicate whether configurations are correct, software versions are synchronized, and services are running consistently. Alerts show when failures occur.
- **Operation Check** – Proactively simulates the use of critical communication paths with automated “walk the floor” audio quality testing to help ensure workstation, voice platform, and call recorder availability, and that calls can be retrieved correctly.
- **Policy Check** – Compares every live call entering and leaving a voice environment to make sure that conversations are successfully recorded on the environment and are policy-compliant, while reporting anomalies in near real-time.

Verint Automated Verification delivers complete transparency to both user and system behavior to help alleviate problems before they turn into costly non-compliance failures in your call center. It can help your business to tackle compliance stress through fully automated compliance assurance, testing, monitoring, and operational intelligence.

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 Application 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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