

# Verint Back-Office Workforce Optimization



Many organizations underestimate the impact that their back-office operations (such as order processing, billing, and account management) can have on their overall enterprise productivity. Inefficiencies in one department can ripple into others, impacting the speed and cost of transactions and — more importantly — reducing the quality of the overall customer experience.

Verint® Back-Office Workforce Optimization™ is a set of software and services to help automate and simplify many tasks in the back office while providing unprecedented visibility into — and data about — operations processes, staffing, and workload. This insight can help you optimize your resources to improve throughput, streamline operations, enhance consistency and compliance, achieve service level agreements (SLAs) more consistently, and deliver an enhanced customer experience.

With Verint Back-Office Workforce Optimization solutions, you can help solve one of the greatest challenges in operations — capturing activity and performance information across a diverse set of tasks, functions, teams, and sites. These solutions can automate such tasks as collecting data across disparate systems, capturing and forecasting work volumes, and measuring employee contributions to work processed. Using this data, you can improve your ability to meet processing deadlines, assess employee effectiveness, and take corrective action proactively to address service goal or performance deficiencies.

Verint Back-Office Workforce Optimization includes purpose-built functionality to help back offices forecast workload, conduct staff planning, analyze and manage employee performance and productivity, manage and track work against service goals, assess process efficiencies, and perform quality management. Because this functionality all works together — either in the cloud or on premises — it can provide a holistic way to manage your back-office resources and processes while balancing costs and service.

## Now you can:

- Improve organizational efficiency and profitability by providing operational intelligence for faster, more effective decision making.
- Meet customer demand and service goals by automating tasks and processes.
- Increase employee productivity, efficiency, and engagement by standardizing the tools and processes used to measure and manage performance.

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## Improve Operational Efficiency and Profitability

Verint Back-Office Workforce Optimization offers a range of functionality, including:

- **Desktop and Process Analytics** — Provides real-time visibility into employee desktop activity across different systems, applications, and processes, showing how employees spend their time. You can measure employee productivity, proficiency, and process adherence and use captured data to analyze processes, identify bottlenecks and best practices, and determine process step handle times to drive efficiency, consistency and compliance.
- **Work Manager / Back-Office Forecasting** — Addresses transactional processing in complex, multisystem, multistep work environments. The solution can take input from multiple departments and consolidate it into a single forecast model that addresses business requirements, resources, and demand. Work items can be automatically or manually assigned to a queue or employee based on priority, service goal, and the real-time availability, skill level, and capacity of back-office teams, regardless of their location.
- **Operations Visualizer** — Provides a flexible, standardized framework for capturing and managing productivity in one place. With greater visibility into employee and/or work group productivity, you can quickly identify areas with excess capacity, and use actual desktop activity data to identify areas for enhancing staff utilization and training.
- **Performance Management** — Captures and aggregates data across multiple systems while providing a single, standardized framework for efficiently tracking, managing, and improving individual, team, and organizational performance. Out of the box KPIs for the back office provide a more holistic view of employee and team contributions toward meeting organization goals and customer promises. Scorecards, coaching, eLearning, and gamification\* capabilities can work together synergistically, helping your organization implement a continuous process for performance management.
- **Enterprise Workforce Management** — Helps optimize the alignment of resource capacity to workload. By incorporating deadline goals of individual tasks, aging of backlog, historical intraday work volume patterns, and employee skills into forecasting models, you can more effectively align resources to specific work activity and adjust the plan before problems arise. Whether work arrives in bulk or in a single stream, you can easily schedule individuals or staff who perform specific tasks as a group. You can also assess adherence to the plan (schedule) and shift resources throughout the day to meet processing deadlines.
- **Robotic Process Automation** — Replaces the need for manual processing of specific tasks, portions of tasks, or entire multistep processes, automating them and operating around the clock. You can increase productivity and accuracy in your operations while freeing up staff for more complex, value-added work.
- **Knowledge Management** — Makes it easy to deliver the right knowledge to workers in the back-office and to customers through self-service. By providing the right contextual knowledge resources at the right time, you can speed up turnaround times, improve the consistency and quality of work, enhance compliance with regulations and company processes, and reduce staff training time.
- **Quality Management** — Automates the administrative tasks associated with monitoring, tracking, and measuring employee and organizational performance and quality. Armed with this insight, your business can improve efficiency, employee skills, and customer satisfaction while reducing errors and rework.

## 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.

\* May require Verint Gamification™, available as an add-on option.

## The Customer Engagement Company™

### Americas

info@verint.com

1-800-4VERINT

### Europe, Middle East & Africa

info.emea@verint.com

+44(0) 1932 839500

### Asia Pacific

info.apac@verint.com

+(852) 2797 5678



verint.com



twitter.com/verint



facebook.com/verint



blog.verint.com

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