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, dramatically impacting the speed and cost of transactions, as well as the quality of the overall customer experience.

Verint® Back-Office Workforce Optimization™ is a software solution designed specifically 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.

Verint Back-Office Workforce Optimization helps solve one of the greatest challenges in operations — capturing activity and performance information across a diverse set of tasks, functions, teams, and sites. The solution can collect data from disparate systems and automatically logs work volumes and employee activity as work is processed. Using this information, you can predict your ability to meet processing deadlines given resource availability, assess employee effectiveness, and take corrective action proactively to address service goal or performance deficiencies.

As part of the Verint Workforce Optimization™ suite, Verint Back-Office Workforce Optimization provides unified functionality for forecasting workload and scheduling staff, performing quality management, and analyzing and managing employee performance and productivity, and assessing process efficiencies. Because this functionality all works together, the solution offers a holistic way to align and measure how effectively your back-office resources and processes align with organizational goals.

Armed with this insight, you can make informed decisions on where best to make changes to improve overall performance.

Verint Back-Office Workforce Optimization can provide unprecedented visibility into — and data about — operations processes, staffing, employee productivity, and work execution.

Key Benefits

- Helps enhance efficiency and profitability by providing visibility into — and control over — processes and productivity in your back-office operations.
- Helps organizations align resources to maximize service delivery, minimize overtime, and capitalize on opportunities to increase capacity and speed throughput in operations.
- Helps ensure service, quality, consistency, and compliance with defined, repeatable processes and reinforced by consistent, measurable training.
Improve Operational Efficiency and Profitability

A true enterprise solution, Verint Back-Office Workforce Optimization offers a range of functionality, including:

- **Workload Forecasting, Staff Scheduling, and Adherence Monitoring** — You can create a model for your operations, evaluate capacity and workload, and project staffing needs down to the activity or position level, even for tasks that involve multiple steps and people. By incorporating employee skills into staffing capacity models, you can match your resources to the type of work forecasted. Whether work arrives in bulk or in a single stream, you can easily schedule individuals, pods, or cells of staff who perform specific tasks as a group. You can also assess adherence to schedule and shift resources throughout the day to meet processing deadlines.

- **Intraday Workload Balancing** — The solution can track real-time production metrics against forecast, which can enable you to proactively resolve variations to plan by adjusting schedules and workloads to help meet service levels and deadlines with existing resources.

- **Work Allocation Manager** — The solution can automate the collection and prioritization of work, regardless of the originating system, and present the next best work item to action to employees based on skills, entitlements, and work service goals. By reducing lag time between work items, it can help you improve staff productivity and turnaround times, and meet customer service commitments more consistently.

- **Work Item Tracking** — You can monitor backlog and new work more proactively via dashboards that show aging of work and items at risk of missing service deadlines. Used in conjunction with Verint’s forecasting and scheduling applications, the solution’s predictive analytics can factor in upcoming schedules and staff availability to alert managers of potential service goal issues.

- **Strategic Planning** — Through scenario modeling and comparison functionality, you can evaluate the impact of variables such as attrition, hiring timelines, and skill requirements on staffing and budgets. You can plan for long-term resource requirements, attrition, hiring timelines, and skill requirements on staffing and work services. With Verint’s forecasting and scheduling applications, the solution’s functionality, you can evaluate the impact of variables such as attrition, hiring timelines, and skill requirements on staffing and work services. With Verint’s forecasting and scheduling applications, the solution’s

Performance Management — You can measure employee performance against company goals using role-appropriate scorecards. You can also create your own key performance indicators (KPIs) that are uniquely tailored to your business, enabling your staff to see how they’re performing against specific goals. To help cultivate employee skills and engagement, you can leverage the integrated solutions for eLearning and Coaching.

Quality Management — The solution can automate 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.

Desktop and Process Analytics — The solution can provide 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.

Robotic Process Automation — You can offload repetitive manual work to software robots, which can perform tasks automatically around the clock while increasing productivity and accuracy in your operations and freeing up staff for more complex work.

Part of the Verint Customer Engagement Portfolio

Verint Back-Office Workforce Optimization is part of a patent-protected portfolio of customer engagement 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.