

Verint Cloud Workforce Optimization

Does your organization want the benefits of workforce optimization, without the capital expenditure and IT resources associated with traditional software deployments?

With **Verint® Cloud Workforce Optimization™**, you can take advantage of the latest technology with fewer IT resources and up-front costs associated with traditional, premises-based software deployments. It's a great opportunity to benefit from Verint's proven, unified workforce optimization functionality, including:

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

Available through a monthly subscription, our cloud solutions can communicate seamlessly with your onsite PBX/ACD hardware, so you can retain control of these existing resources while realizing the benefits of workforce optimization. Our experts provide 24 x 7 x 365 management of the necessary infrastructure in a secure data center, enabling your team to focus on other activities that can help drive your business.



Verint's cloud-based solutions can help your organization realize the benefits of our workforce optimization solutions, without the expense or IT resources associated with traditional, premises-based deployments.



Key Benefits

- Offers the benefits of Verint's proven solutions for workforce optimization, without the cost, planning, or resources required by traditional, premises-based deployments.
- Enables you to scale your usage easily, depending on the needs of your business.
- Provides public and private cloud options with resiliency, scalability, and security to fit your organization's needs and budget.

Why Choose Verint Cloud-Based Workforce Optimization?

Verint Cloud Workforce Optimization offers a number of advantages over traditional deployments, including:

Potential Cost Savings

There's no need to purchase software licenses or hardware. This provides incremental budgeting ease and can save you significant money in the long run.

Better Version Control

Since back-end infrastructure is updated automatically, your organization can move to the most current versions of the solution — without being responsible for performing the installations. The process is managed for you.

Enhanced Security and Reliability

Protecting your organization's data is a top priority — for you, and for Verint, as well. From enhanced data segmentation methodologies to diverse encryption technologies, we can help give you peace of mind. We manage and maintain your infrastructure in secure data centers 24/7, with redundant data centers to help to ensure reliability in the event of disaster recovery.

Affordable Subscriptions

We deliver our cloud-based solutions based on an all-inclusive, predictable monthly subscription fee.

Fewer Technology Hassles

Because the workforce optimization solution runs on our infrastructure, not yours, if a problem arises, our professionals will address it, often without you even knowing something needed attention.

Fast Implementation

All that's needed to get started are initial configuration and training. Everything else is ready to go!

Scalable Licenses

You can easily scale up or down to accommodate seasonality or other fluctuations, so you can ensure you're paying only for what you need.

Part of the Verint Customer Engagement Portfolio

Verint Cloud 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.

Verint. Powering Actionable Intelligence®

Verint® is a global leader in Actionable Intelligence® solutions with a focus on customer engagement optimization, security intelligence, and fraud, risk and compliance. Today, more than 10,000 organizations in over 180 countries — including over 80 percent of the Fortune 100 — count on Verint solutions to make more informed, effective, and timely decisions.


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