

# Verint Coaching

The quality of service your organization delivers depends on the skills of your employees. But in today's hectic work environment, supervisors are challenged to find the time needed to effectively coach and training staff for continual performance improvement.

Verint® Coaching™ is a powerful solution that provides out-of-the-box workflow for scheduling, delivering, and tracking coaching that's integrated with individual quality monitoring evaluation scores and key performance indicators (KPIs). By tying coaching together with scorecards and training and making this information available right on the desktop, Verint Coaching can help your organization provide employees with guidance on how to develop and enhance their skills.

Verint Coaching is included as part of **Verint Workforce Optimization™**, **Verint Quality Management™**, and **Verint Performance Management™** solutions. It can help you better coach your staff, gain a clearer picture of employee performance and supervisor effectiveness, improve employee retention, and – ultimately – deliver better service to your customers.

## Assess and Improve Performance

Although scorecards measure employee performance, they don't provide the personal guidance or encouragement individuals need to improve or extend their skills.

Verint Coaching addresses this gap by leveraging scorecards, KPIs, evaluations, and other benchmarks to trigger coaching "events." If you're already using Verint Performance Management, the solution can automatically send an email or pop-up alert to the appropriate manager if an employee's scores drop below a predefined threshold.

Managers can view coaching events for their teams and even schedule coaching sessions proactively using Verint Coaching's intuitive interface. Point-and-click fields make it easy to set up meetings and attach relevant information to the online coaching form, such as recorded interactions, KPIs, or evaluations. The solution provides coaching templates that can be tailored to your business, helping you ensure consistency across coaching sessions. Managers can either deliver the coaching sessions themselves, or assign the coaching role to others.



Verint Coaching provides out-of-the-box workflow for automatically scheduling, delivering, and tracking coaching.



## Key Benefits

- Helps organizations provide employees with personalized guidance on how to improve their performance and extend their skills.
- Streamlines administration around coaching, freeing managers to spend more time developing staff skills.
- Provides an audit trail/history for reference and trend reporting.
- Helps ensure visibility, accountability, and fairness in staff development practices.
- Provides a forum for collaboration and communication between employees and supervisors.

## Improve Retention and Performance

During coaching sessions, managers can provide one-on-one feedback that's substantiated by the documents or recordings attached to the coaching form. This not only helps expedite the sessions, but also provides employees with specific examples of behaviors or skills that are commendable or need improvement. The net result can be more objective, meaningful sessions that can help employees better focus their efforts.

At the conclusion of a session, coaches can enter their comments into the coaching form to underscore the key points covered during the discussion. Employees then have the opportunity to provide their feedback on the session. Unique session IDs make it easy for managers to refer to and quickly locate coaching sessions. You can configure how long coaching sessions are retained and receive alerts when the storage area dedicated to Coaching is reaching capacity.

Coaches or managers can assign — and monitor the completion of — specific training courses or eLearning materials to help employees enhance their performance. Managers can even schedule follow-up sessions to review the results of the coaching and incorporate their findings into future coaching sessions and performance reviews.

## Extend the Value from Verint Workforce Optimization

Because Verint Coaching is part of the unified Verint Workforce Optimization suite, it shares many of the same foundation services, such as alerts, user administration, reporting, and more. Better still, it can help you receive extended value from your other Verint solutions, including:

- **Verint Quality Monitoring™** — You can capture screens and recordings that show strengths or areas for improvement, and attach them to the Verint Coaching form to provide examples during a coaching session.
- **Verint Workforce Management™** — You can set up a coaching session in Verint Coaching, then use Verint Workforce Management to help schedule it at the most opportune time.

- **Verint Scorecards™** — You can use the KPIs in scorecards to trigger coaching sessions.
- **Verint eLearning™** — You can assign a variety of content from Verint courseware, third-party pre-packaged content, eLearning created using SCORM and AICC standards, and existing documentation during coaching sessions. With Verint Lesson Management™, employees can access their assignments — and managers can monitor completion — without ever leaving their desks.

## Make Coaching and Performance a Priority

Verint Coaching can help your organization do more than enhance performance — it can help improve morale and staff retention by making coaching sessions more objective, transparent, and actionable. Employees can gain a clearer understanding of how to improve their performance, extend their skills, and be promoted. Managers can spend less time on the administrative tasks associated with coaching and more time cultivating employee skills. Human resources managers can factor performance improvements into salary and incentive programs. Executives can determine how effectively their managers are delivering coaching. And the entire organization can benefit from making managers and staff mutually accountable for driving better performance and improved customer satisfaction.

## Part of the Verint Customer Engagement Portfolio

Verint Coaching 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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