

Verint eLearning

For many organizations, building and keeping employee skills sharp can be a continual challenge. This is particularly true in contact centers and customer service departments, where agents and representatives are often bombarded with information about new products, services, programs, and regulations. And when you factor in multiple locations, shifts, languages, and region-specific campaigns and laws, it's no wonder that training can be problematic.

Verint® **Workforce Optimization™**, **Workforce Management™**, and **Quality Management™** solution packages come with built-in, Web-based eLearning functionality that can help your organization gain control over training – and then excel at it. It's a powerful, practical solution that can deliver measurable results.

Assign, Monitor, and Evaluate Training Easily

Verint eLearning can make training available directly on the employee desktop. Supervisors can assign courses and other training content to individuals or groups manually based on their own observations about employee strengths and weaknesses. Training can also be triggered automatically by scorecard results and quality monitoring performance evaluations. Employees can even assign lessons to themselves proactively to improve their skills.

Content can be delivered directly to the employee desktop at the most opportune time, to help minimize impact on service levels. Pop-up alerts and email notifications can inform users about scheduled learning events, such as lesson assignments, lesson times, and lessons approaching a due date. A flexible system of access rights can enable supervisors to browse through course completion reports and subsequent performance records for individuals, teams, or the organization as a whole.



Verint eLearning provides Web-based functionality that can make lessons available right on the employee desktop.



Key Benefits

- Enables training to be delivered right to the desktop to help familiarize employees with new procedures, programs, and regulations.
- Helps provide a continuous cycle of learning triggered by quality monitoring performance evaluation scores and scorecard key performance indicators.

Manage Learning Directly from the Desktop

Verint Workforce Optimization provides Lesson Management functionality that can enable your employees and managers to access their training assignments without ever leaving their desks. An intuitive, browser-based interface shows the specific coursework that has been assigned, the duration and priority of each lesson, and the deadline for completion.

With the click of a mouse, employees can initiate a learning session. Sessions can include materials created in-house, as well as any AICC-compliant courseware purchased off the shelf. The system shows a history of courses that have been completed and the scores associated with each. Supervisors can view course transcripts and run reports, enabling them to assess the progress and status of training for individual employees.

Add Functionality Enhancements

To receive extended eLearning benefits, you can enhance your Verint Workforce Optimization solutions with optional, add-on functionality, including:

Verint Competency Based Learning™ – Provides individualized training automatically based on competency gaps identified in scorecards or quality monitoring evaluations. Training is scheduled via Verint Workforce Management to help minimize impact on service levels. The appropriate training can be delivered right to the desktop, and the system shows each person which courses he or she is required to take. In addition, new competency levels can be noted when supervisors review recorded interactions, allowing them to make additional training assignments if required.

Verint eLearning – Part of the Verint Workforce Optimization Suite

Verint eLearning is part of a suite of workforce optimization solutions from Verint Systems. This patent-protected suite helps organizations capture and analyze customer interactions, improve internal processes and workforce performance, uncover business trends and competitive advantages, and discover the root causes of customer and employee behavior.

Benefit from World-Class Consultants

Verint Consulting Services can help you get the most from your investment. From strategy, customer research, and business impact consulting to implementation, training, customer support, application consulting, and change management, you can be confident that our experienced teams understand your business practices and operations – and are committed to your success.

Verint. Powering Actionable Intelligence®

Verint® Systems Inc. (NASDAQ: VRNT) is a global leader in Actionable Intelligence® solutions for customer engagement optimization, security intelligence, and fraud, risk and compliance. Today, more than 10,000 organizations in over 180 countries use Verint solutions to improve enterprise performance and make the world a safer place. Learn more at www.verint.com.


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