

# Verint Face-to-Face Voice Interaction Recording

Although organizations have captured and monitored customer interactions in their contact centers for years, few possess capabilities for doing the same with live interactions in branch and off-premises venues, such as retail outlets or field offices.

Verint® Face-to-Face Voice Interaction Recording™ is a scalable, robust recording solution that can capture face-to-face interactions between employees and customers at distributed business locations, helping your organization ensure quality, improve sales, and meet regulatory compliance requirements, while avoiding costly fines and protecting its reputation with consumers.

## Gain Visibility into Daily Interactions

Branch and field networks play a critical role in many organizations, helping them enhance customer relationships through in-person interactions to fulfill service requests, offer new products, and address concerns and issues. However, many lack visibility into the quality and accuracy of these interactions. This can represent a serious risk – not only in terms of compliance, but also with customer experience and sales effectiveness.

Verint Face-to-Face Voice Interaction Recording can help you ensure that employees in branch and field situations comply with regulations and policies while offering deeper insight into how effectively they handle sales opportunities and other interactions with customers. It can also provide you with a convenient way to verify in-person conversations in the event of a dispute or misunderstanding.



With Verint Face-to-Face Voice Interaction Recording, organizations can record, retrieve, and analyze face-to-face interactions with customers in their branch or remote offices for quality, compliance and sales effectiveness.



## Key Benefits

- Records sales and/or advisory conversations in branch, retail, and remote office environments.
- Enables retrieval and review of conversations for quality and compliance.
- Centralizes and archives recordings for retrieval as needed to help verify compliance, resolve disputes, protect brand reputation, and more.
- Facilitates compliance with regulatory requirements.

## Capture and Centralize Recordings

Installed on a desktop or laptop computer equipped with a USB microphone, Verint Face-to-Face Voice Interaction Recording can be activated either manually or through a desktop-based API to capture conversations between employees and customers as they occur. Recording can be stopped, started, paused, and tagged for easy search and retrieval.

The application is highly configurable, enabling data entry and functionality to be controlled on a line of business, branch, or individual basis. You can even embed voice recording into IOS-based mobile applications using an optional software development kit that manages the capture, encryption, and transfer of recordings taken from the built-in microphone on the device to the central data center and archive system.

Recordings can be encrypted and stored on the device and then forwarded to a main data center.\* The solution can centralize recordings from multiple locations with a single point of administration, freeing your organization from the costs, constraints, and complexity posed by manually overseeing different employees and branches that may be separated by significant distances. A dashboard-style web portal presents information in an easy-to-understand format that's based on the role and rights assigned to individual users, helping them quickly locate key data they need to perform more effectively. Standard, preconfigured reports and ad-hoc query capabilities can offer deeper insight into your operations.

Because Verint Face-to-Face Voice Interaction Recording stores encrypted audio within the same archiving solution used by our enterprise recording solution, you can benefit from centralized, extensible, rules-based archiving. It's easy to define retention and storage criteria, facilitating compliance with organizational requirements and industry regulations on retention and archiving.

## Benefit from Additional Capabilities

Verint Face-to-Face Voice Interaction Recording can deliver extended benefits when used in combination with other functionality within the Verint Workforce Optimization™ suite, including:

- **Quality Monitoring and Coaching** for capturing, evaluating, and learning from customer interactions. You can quickly design evaluation forms to reflect specific business objectives, such as minimizing regulatory risk and improving sales quality,

\* Requires Verint Encryption Management.

and play back recordings to help employees improve their individual performance. Built-in workflows for scheduling, delivering, and tracking coaching are integrated with individual evaluation scores and key performance indicators.

- **Speech Analytics** for analyzing branch recordings to reveal insights on customer needs and complaints, opportunities to improve processes, and potential regulatory issues. You can preconfigure specific categories based on keywords, helping you monitor trends and be alerted to critical interactions.
- **Desktop and Process Analytics** for tracking, measuring, and analyzing employee desktop activities. By understanding how employees use applications to perform their work, how they spend their time, and how closely they adhere to prescribed schedules and processes, you can improve sales and service productivity and efficiency while identifying and correcting activities that do not comply with company processes or regulations. Recordings can be started or stopped automatically and tagged with metadata, enabling you to identify the customer, employee, date and time, and other information associated with them.
- **Performance Management** for tracking specific metrics based on the responsibilities and objectives for each role in the branch network, from sales associate to branch or regional manager. Scorecards can also include rolled-up metrics from supervised employees.

## Part of the Verint Customer Engagement Portfolio

Verint Face-to-Face Voice Interaction Recording 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.

### 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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