

Verint Quality Management for the Mid-Market

Essential and Professional Packages

Today, many contact centers are doing more than traditional quality monitoring — they're using “voice of the customer” intelligence captured across multiple channels to help them engage customers more effectively and drive better decisions on products, services, and processes.

Verint® Quality Management™ can help your contact center transition to smarter customer engagement. With this proven solution, you can efficiently select and evaluate a large number of interactions across business channels based on business relevance, employee performance, and customer input. It's a practical way to gain insight that would be difficult, if not impossible, to achieve by randomly sampling small numbers of calls and evaluating them against inwardly focused metrics and processes.

With Verint Quality Management, you can evaluate all of the attributes of a customer interaction, including voice conversations and associated screen data, email, web chat sessions, and more, right from a single screen. The solution's omnichannel interaction player provides personalized access to speaker-separated audio waveforms, speech analytics categories, emotions, keywords, interaction tags, annotations, screen recording, applications used by employees, and employee profile information.

You can easily review interactions and activities conducted on or off the phone, without the need to toggle between multiple screens to complete evaluations. The solution's intuitive, customizable interface allows you to arrange your workspace to meet your individual needs and preferences.



Key Benefits

- Helps contact centers evolve from traditional quality monitoring and random call sampling toward insightful, focused quality programs that incorporate the voice of the customer.
- Helps automate quality assurance while revealing the types of calls that may be the most important.
- Ties analytics, coaching, scorecards, and training together to help employees develop and extend their skills.

Review the Calls That Matter Most

Verint Quality Management provides a Smart Inbox™ feature that can automatically deliver the desired type and number of interactions to be evaluated based on business rules. If you have multiple evaluators, the solution's Shared Inbox can provide the necessary workflow among them. It can also help you evaluate an optimum number of interactions across teams and manage quotas effectively.

The solution's optional analytics-driven quality functionality can make it easy to search large numbers of calls and focus on the ones that matter the most. It can automatically categorize calls into speech analytics-derived categories focused on situations that can make or break customer relationships, including greetings, escalations, hold behaviors, empathy, and confusion. Powerful new search and filtering capabilities can leverage crucial Computer-Telephony Integration (CTI) and data field tags – such as high profile accounts, high value transactions, and claim numbers – and further help you find interactions of interest. The solutions can even help you pinpoint and navigate to the critical parts of interactions so that you can review them quickly and take action.

Drive Better Evaluations and Performance

With Verint Quality Management, you can design flexible, intelligent evaluation forms quickly and tailor them to specific interaction types. Quality scores can feed key performance indicators (KPIs) in scorecards, which in turn can drive performance-based coaching and eLearning.

If skill or knowledge gaps are detected during evaluation, the solution can enable you to immediately assign coaching sessions, either manually or automatically, and attach scorecards, KPIs, policies, and other relevant information to the sessions.

As a single, unified application for employees and supervisors, Verint Quality Management can enable your staff to access recordings, flag interactions and evaluations, and review performance self-evaluations and coaching assigned to them.

Essential and Professional Packages

Verint Quality Management for the mid-market can be licensed as an essential or professional package. Other applications such as workforce management, analytics-driven quality, desktop analytics and speech analytics can be added a la carte to the professional package for an additional fee.

The packages below are designed for contact centers in the U.S. and Canada requiring 500 or fewer licenses.

Package Features	Essential	Professional
Voice Recording	•	•
Screen Recording	•	•
Local or Cloud Archiving	•	•
Encryption	•	•
Quality Evaluations	•	•
Coaching	•	•
Scorecards		•

Essential and Professional

Voice Recording	Verint Call Recording is a proven, reliable system for capturing, indexing, and retrieving voice and other methods of interaction from traditional time-division multiplex (TDM), Internet Protocol (IP), Session Initiated Protocol (SIP), and mixed environments. With Verint Call Recording, you can easily search and replay captured interactions, regardless of where they were recorded in your enterprise.
Screen Recording	Screen recording works with voice recording to provide context for staff behavior during customer interactions. Can record up to 25% of interactions with quick and easy retrieval for playback when needed.
Local or Cloud Archiving	Archiving provides the ability to retain audio/screen recordings in a desired environment, locally or in the cloud.
Encryption	Encryption can help you comply with Payment Card Industry Standards. Verint Quality Management uses AES-256 encryption to protect data when recorded, in transit, and archived. This functionality includes a separate key management system from RSA, enabling you to move, archive, and store customer data while protecting it from unauthorized access.
Quality Evaluations	Quality evaluations help organizations move beyond random sampling of small numbers of calls by enabling efficient selection and evaluation of large numbers of interactions across multiple channels based on business relevance, employee performance, and customer input.
Coaching	Provides out-of-the-box workflow for assigning, delivering, and tracking coaching that's driven by individual quality evaluation and KPI scores. Helps organizations mentor employees on how to develop and enhance their skills and performance.

Professional

Scorecards	Enables managers to deploy up to ten KPIs that align tightly with business goals. Reports actual scores and trending as well as history graphs and details and provides employee summary comparison for regular feedback to encourage self-motivation.
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Benefit from World-Class Consultants

Verint services for the mid-market can be leveraged for your essential or professional package. Other services not included in the packages can be added a la carte for an additional fee.

Package Services	Essential	Professional
Essential Design Workshops	•	
Professional Design Workshops		•
Readiness Workshops	•	•
Essential Install & Configuration	•	
Professional Install & Configuration		•
Essential Application Consulting & Training	•	
Professional Application Consulting & Training		•
Support Turnover	•	•

Essential Design Workshops	The project is initiated by examining business and technical requirements, assembling a project team, defining criteria for project success, and creating and confirming a high-level solution design and scope of work. Essential design workshops are for essential package features.
Professional Design Workshops	The project is initiated by examining business and technical requirements, assembling a project team, defining criteria for project success, and creating and confirming a high-level solution design and scope of work. Professional design workshops are for essential and professional package features.
Readiness Workshops	Server validation, project summary, and readiness assessment are completed during this phase. The project manager and application consultants finalize solution design and ensure resources needed for implementation are in place.
Essential Installation & Configuration	The software is installed, initiated, activated, configured, and integrated during this phase. Experienced implementation engineers and technical specialists complete knowledge transfer and test to make sure the solution is working properly. Essential installation and configuration are for essential package features.
Professional Installation & Configuration	The software is installed, initiated, activated, configured, and integrated during this phase. Experienced implementation engineers and technical specialists complete knowledge transfer and test to make sure the solution is working properly. Professional installation and configuration are for essential and professional package features.
Essential Application Consulting & Training	Training is offered as self-paced remote courses for essential package features.
Professional Application Consulting & Training	Training is offered as virtual courses for essential and professional package features.
Support Turnover	A project manager conducts a closure meeting and provides project documentation after system deployment with help desk directions, escalation details, support contract information, and how to access Verint Connect.

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 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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