

Verint Workforce Management for the Mid-Market

Essential and Professional Packages

In today's customer service operations, contact and work volumes can be moving targets. And when you factor in multiple sites, expanded media options, staff proficiencies and preferences, complex work rules and types, and customer expectations, the task of forecasting and scheduling can become difficult to manage without sophisticated analysis.

Verint® Workforce Management™ can help simplify the complex task of forecasting and scheduling. This easy-to-use, web-enabled software removes the expense and administrative burden of thick-client solutions. With Verint Workforce Management, you can reduce costs by staffing appropriately to meet your workload, drive business growth and operational excellence, and improve employee effectiveness and retention.

Automate and Optimize Scheduling

Since staffing can account for up to 70 percent of your contact center, branch, and back-office operating costs, it's important to schedule and manage employees effectively. Verint Workforce Management can measure and leverage the talents and preferences of individuals, align their skills and proficiencies with your business objectives and customer needs, and produce optimum schedules. As a result, you can reduce the risk of overstaffing, minimize overtime, provide employees with the schedules they actually prefer, identify time off opportunities, and reduce shrinkage. What's more, the solution can automate routine administrative tasks, freeing supervisors to coach their staff.



Key Benefits

- Forecasts daily and long-term workload, monitors adherence to schedule, and enables intraday trends to be tracked against forecasts for quick action.
- Creates employee schedules to help meet service levels consistently and cost effectively, while accommodating employee proficiencies, quality scores, skills, preferences, and performance.
- Supports inbound, outbound, blended media, in-house, outsourced, and virtual operations in contact center, back-office, and branch customer service environments.
- Provides a single, unified solution to help organizations balance customer and employee satisfaction and engagement with cost constraints across customer-serving departments.

Schedule and Manage Your Staff Effectively

Verint Workforce Management can help you produce optimal schedules by balancing defined shift rules, work patterns, breaks, off-phone times, and service-level goals with individual skills, proficiencies, and preferences, which can enable you to:

- Accommodate dedicated, blended, or task-switching environments.
- Schedule meetings and training without impacting service levels.
- Comply with government, union, and “time-banking” regulations.
- Create centralized forecasts and schedules with a single point of control over the entire network, or decentralized schedules that allow for decision-making at individual sites.
- Schedule based on skill priorities that align with your contact routing strategy.
- Develop optimized, long-term plans for capacity, staffing, hiring, and vacation.

Benefit from Automation and Self-Service

Verint Workforce Management can provide a real-time, graphical view of forecasted, actual, and predicted contact volume, handle time, service-level statistics, and more. You can configure email alerts and screen pop-ups to notify users of deviations from plan and use trends to reforecast, reschedule, and adjust your staffing. With its intraday management functionality, you can:

- Track and compare actual, forecasted, and required statistics.
- View deviations in key contact center metrics.
- Assess trends and historical data.
- Identify, understand, and proactively resolve variations to plan.
- Schedule overtime, or provide employees with voluntary time off in overstaffing and understaffing situations.

Using the solution, staff can easily manage their own schedules without impacting service levels. They can:

- Request preferences for start times by day, and preferences for days off in the week.
- View projections for periods of under- / over-staffing, enabling them to request blocks of voluntary time off, or overtime that aligns with their individual skills and proficiencies.
- View published schedules, calculate time off accruals, and check the status of shift swaps, shift bids, time off, and vacation requests.
- Post, negotiate, and request shift swaps via an online swap board that includes an automatic conflict checker. Information is forwarded to managers for quick and easy processing.
- Create, withdraw, and be wait-listed on time off requests, even down to portions of a day.

Essential and Professional Packages

Verint Workforce Management for the mid-market can be licensed as an essential or professional package. Other applications such as quality 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
Forecasting and Scheduling	•	•
Adherence	•	•
Shift Bidding		•
Time Off Manager		•
Strategic Planning		•
Coaching		•
Scorecards		•

Essential and Professional

Forecasting and Scheduling	Forecasting and scheduling takes into account work areas and different employee positions as well as customer-facing and non-customer-facing activities to build a model. The forecasting module can also consider team characteristics or attributes like regional demographics, physical team layout, and revenue potential to further refine the results.
Adherence	Adherence uses application monitoring to compare employee schedules to employee activity, tracking customer-facing activities, idle time, and non-customer-facing activities and notes exceptions. Reporting can quickly show managers the schedule adherence — and variance — between forecasted, scheduled, and actual agents in a given location at fifteen minute intervals.

Professional

Shift Bidding	Allows agents to bid on desired shifts in an online “auction” format to show shift preferences and uses an innovative bonus point system in addition to agent seniority and rank.
Time Off Manager	Turns a complex and time-consuming process of managing employee time off requests into a clear and easy-to-administer online system. Employees can view their vacation availability, submit and track requests for time off, and receive status updates on their requests.
Strategic Planning	Allows organizations to perform capacity management at the corporate level. Forecasted work requirements are translated into FTE recommendations by applying employee shift rules, desired staff mix, and constraints to calculate the FTEs needed in each location based on the desired (or current) FT/PT mix.
Coaching	Provides out-of-the-box workflow for assigning, delivering, and tracking coaching that’s driven by individual quality evaluation and key performance indicator (KPI) scores. Helps organizations mentor employees on how to develop and enhance their skills and performance.
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.

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.

Americas

✉ info@verint.com

☎ 1-800-4VERINT



7300 Ranch Rd

2222 Building 3 Suite 200

Austin, TX 78730

800.411.4700

info@serenova.com

https://www.serenova.com

verint.com

twitter.com/verint

facebook.com/verint

blog.verint.com

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