

# Verint Workforce Optimization for the Mid-Market

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## Essential and Professional Packages

As customer expectations evolve, so must the approach that organizations take to deliver service. With interactions taking place across various communication channels and organizational touchpoints, it no longer makes sense to manage service delivery in functional silos. You need to approach customer service with the ability to manage employees who are part of the service delivery process, regardless of their department or functional area.

**Verint Workforce® Optimization™** offers organizations a comprehensive way to capture, evaluate, manage, and analyze omnichannel customer interactions. This solution is a broad set of unified software and services that can enable you to capture interactions and manage the performance of employees across your environment, or in targeted areas of your business including:

- Back-office operations
- Branch operations
- Contact centers
- Financial trading rooms

Verint Workforce Optimization comprises a suite of unified solutions with an intuitive and dynamic user interface and unique business process workflows available right out of the box. Other advantages include simplified system administration and maintenance, intuitive interfaces and navigation, and reduced total cost of ownership. Verint Workforce Optimization offers proven applications for:

- Voice and screen recording
- Quality management
- Workforce management
- Performance management (including coaching and scorecards)



## Key Benefits

- Provides visibility and real-time guidance for enhancing customer service processes and workforce performance.
- Delivers omnichannel intelligence to help organizations make better, faster, and easier decisions that can optimize customer engagement and employee productivity, drive revenue and competitive advantage, and enhance compliance and security.
- Provides the industry's most unified, mature workforce optimization platform, with best-of-breed functionality, simplified system administration and maintenance, intuitive interfaces and navigation, and reduced total cost of ownership.
- Accelerates and increases return on investment through expert consulting services.

# Get the Most from Your People, Processes, and Technology

Verint Workforce Optimization can provide you with unprecedented visibility into the people, processes, and work across multiple functional areas of your organization, helping you:

- Capture and analyze customer interactions, journeys, and sentiments across channels.
- Enhance the quality and security of customer interactions.
- Drive deeper engagement with customers and employees.
- Improve internal processes and compliance.
- Boost employee productivity and performance.
- Uncover business trends and areas of opportunity.

## Essential and Professional Packages

Verint Workforce Optimization 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	•	•
Forecasting and Scheduling	•	•
Adherence	•	•
Shift Bidding		•
Time Off Manager		•
Strategic Planning		•
Coaching	•	•
Scorecards		•

# Package Feature Descriptions

## Essential and Professional

<b>Voice Recording</b>	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.
<b>Screen Recording</b>	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.
<b>Local or Cloud Archiving</b>	Archiving provides the ability to retain audio/screen recordings in a desired environment, locally or in the cloud.
<b>Encryption</b>	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.
<b>Quality Evaluations</b>	Quality evaluations help organizations 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.
<b>Forecasting and Scheduling</b>	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.
<b>Adherence</b>	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.
<b>Coaching</b>	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.

## Professional

<b>Shift Bidding</b>	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.
<b>Time Off Manager</b>	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.
<b>Strategic Planning</b>	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.
<b>Scorecards</b>	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	•	•

<b>Essential Design Workshops</b>	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.
<b>Professional Design Workshops</b>	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.
<b>Readiness Workshops</b>	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.
<b>Essential Installation &amp; Configuration</b>	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.
<b>Professional Installation &amp; Configuration</b>	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.
<b>Essential Application Consulting &amp; Training</b>	Training is offered as self-paced remote courses for essential package features.
<b>Professional Application Consulting &amp; Training</b>	Training is offered as virtual courses for essential and professional package features.
<b>Support Turnover</b>	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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