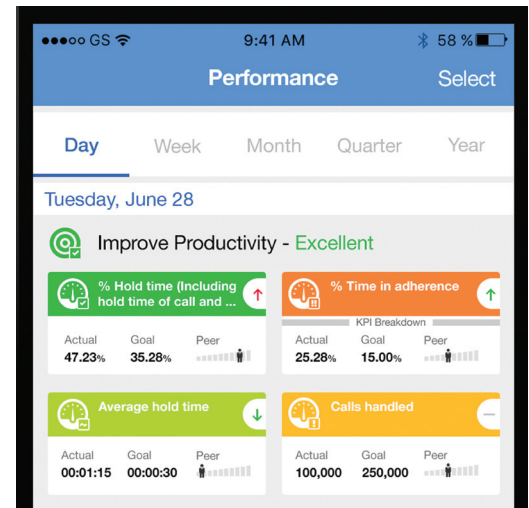


Verint Mobile Work View

Mobile devices have become an accepted – and even preferred – way for employees to communicate and perform their jobs. With more and more organizations adopting “bring your own device” (BYOD) policies in the workplace, it makes sense to empower your staff with the ability to manage key aspects of their positions directly from their devices.

Verint® Mobile Work View™ is a native mobile application that extends the functionality of Verint Workforce Optimization™ by providing mobile-enabled employees with anytime, anywhere access to important schedule information, along with capabilities for requesting schedule changes. Available for Apple® iOS and Google® Android-based devices, this practical solution can enable your organization to:

- Increase employee productivity by enabling staff to view important schedule information, request time off, swap shifts and days off, and bid for shifts, regardless of their location or access to a computer and web browser.
- Enhance performance by providing employees quick visibility into their key performance indicator (KPI) scores, recognizing trends, comparing performance across KPIs, identifying opportunities for improvement, and taking action to improve.
- Increase employee satisfaction by empowering individuals to use desktop systems, tablets, and smartphones to execute their most frequently performed activities.
- Extend mobile capabilities to employees without compromising on data security by preventing private information from app-related interactions from being stored on the device.
- Leverage your existing investments in Verint solutions while providing staff with a consumer-like experience.



With Verint Mobile Work View, employees can access performance and scheduling information and perform a variety of schedule change request activities right from their mobile devices.



Key Benefits

- Makes frequently used Verint Workforce Optimization™ functionality available on mobile devices.
- Helps improve employee productivity by enabling staff to view schedule and performance information and manage time off, shift swaps, and shift bids, at any time and from any location.
- Extends mobile capabilities to employees without compromising on data security by ensuring no private information is stored on the device.
- Helps increase employee satisfaction by capitalizing on the growing preference for mobile interactions.

Gain Flexibility without Compromising Security

Verint Mobile Work View requires licenses for Verint Enterprise Workforce Management™ and / or Verint Performance Management™, as well as the services necessary for setting up and administering mobile access. With these in place, it's easy to set employees up with roles, assign them mobile access privileges, and enable the requisite functionality in the core software. Configurable settings enable you to choose how to notify employees (via email or phone calls) of updates or changes to:

- **Schedules** – The solution can provide updates on schedule changes as they happen.
- **Time-off request status** – Employees can be notified if their time-off requests are approved or denied.
- **Shift bid request status** – Employees can be alerted when their bids are approved or denied.
- **Shift auctions** – The solution can notify individuals when it's their turn to bid on a specific auction.
- **Shift swaps** – Employees can be notified when their requests to swap shifts or days off are approved, denied, or responded to by other employees.

After the solution is configured, your employees can download the app for free from the Apple App Store or Google Play™ store and:

- View their daily and monthly schedules in graphical calendar or list / text formats.
- Submit, edit, waitlist and withdraw their time-off requests.
- View intervals with time-off availability, and status of time-off requests.
- Bid for shifts in auctions that are made available to them.

- Post requests to swap shifts and days off on the swap board and pick up requests posted by other employees.
- Receive notifications that are pushed to their mobile devices.
- Scroll through tiled thumbnail views of their KPI scores grouped by business objective.
- View KPI score trends for different time periods – daily, weekly, monthly, quarterly and yearly.
- View KPI details to explore performance against set goals and compare their performance against peers, queue, language, product type, or other metrics.

To help keep data secure, the solution leverages a mobile gateway that provides enhanced security for the app login by ensuring no private information is stored on the device.

Part of the Verint Customer Engagement Portfolio

Verint Mobile Work View is part of a patent-protected portfolio of customer engagement optimization 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.


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