

Verint Operations Visualizer



Managing operational performance and productivity can be challenging for many organizations, particularly in branch and back-office operations, where multiple functions, disparate systems, and complex processes can limit visibility into staff activities.

Verint® Operations Visualizer™ is an enterprise solution that can provide your organization with greater visibility into employee and/or work group productivity, helping you quickly identify areas with excess capacity, balance workloads and resources more effectively, and use actual desktop activity data to identify areas for enhancing staff utilization. This practical solution provides a flexible, standardized framework for capturing and managing productivity in a single place. It can enable your organization to:

- Gain visibility into employee or team behavior on a timely basis, in accordance with employee privacy regulations or policies.
- Capture and consolidate data directly from the desktop to show time spent idle or in production applications and in non-production related tools and activities.
- Manage the productivity levels of large and distributed teams and work groups.
- Create a single view of performance data in role-specific scorecards.
- Monitor productivity from week to week and equitably compare performance of employees and teams in the same role.

By understanding where employees spend their time, you can better manage capacity and time spent in production — and drive down operating costs.

Now you can:

- Capture activity data and provide a single, timely view of time spent in production vs. non-production activities to help increase visibility into employee and/or team behavior.
- Compare employees and teams equitably in the same role and against productivity goals.
- Gain a better understanding of overall capacity to facilitate resource planning and balancing.

VERINT.

Verint Operations Visualizer

Gain Visibility into Operational Performance and Productivity

Verint Operations Visualizer collects data from each desktop but can be configured to show the level of granularity that meets employee privacy regulations and policies. For example, you can choose to aggregate and display data only at the team or work group level, protecting the anonymity of individual staff members. Managers can gain a consolidated view of employee and/or team performance in near-real time, without having to wait for weekly or monthly reports.

Enabled by Verint Services, the solution incorporates functionality from a variety of Verint solutions, including:

- **Application Analysis™** — As part of the Verint Desktop and Process Analytics™ solution, Application Analysis helps managers capture activities directly from staff desktops to better understand employee behavior. Managers can see which applications teams and work groups are spending the most time in, idle time, time logged in or out of the desktop, and current desktop activity.
- **My Time** — This functionality from Verint Workforce Management™ provides employees with the ability to electronically log information on time spent on non-desktop-related activities. Employees can indicate when they are shifting to production and non-production activities, such as meetings and training, so that these activities are included in the reporting and analysis. My Time helps complete the picture of the full work day.
- **Performance Scorecards** — This functionality provides individual, team, and enterprise scorecards with specifically targeted key performance indicators (KPIs)

for branch, back-office, and contact center operations. The solution can help each employee or area understand the percentage of time spent in production versus idle or non-production related activities. It can also trigger actions to help managers close the gaps between high- and low-performing employees or teams.

Bring It All Together with Operations Visualizer

Verint Operations Visualizer can enable organizations to spot dips and trends in employee and/or team productivity and identify atypical behaviors. In organizations that allow visibility into individual employee performance, the solution can help increase staff engagement by giving individuals visibility into their performance against goals, showing how they compare with peers, and providing the opportunity for them to change their behavior based on scorecard metrics.

Quick and easy to deploy, the solution can help your organization drive productivity improvements while providing a foundation for future performance optimization initiatives.

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 Application 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.

The Customer Engagement Company™

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

Unauthorized use, duplication, or modification of this document in whole or in part without the written consent of Verint Systems Inc. is strictly prohibited. By providing this document, Verint Systems Inc. is not making any representations regarding the correctness or completeness of its contents and reserves the right to alter this document at any time without notice. Features listed in this document are subject to change. Not all functionality is available in all configurations. Please contact Verint for current product features and specifications. All marks referenced herein with the ® or TM symbol are registered trademarks or trademarks of Verint Systems Inc. or its subsidiaries. All rights reserved. All other marks are trademarks of their respective owners. © 2017 Verint Systems Inc. All Rights Reserved Worldwide. 11.2017

VERINT®