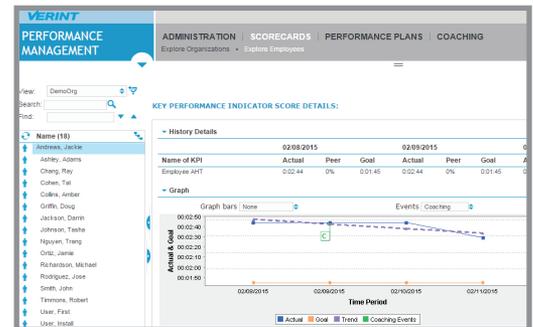# Verint Performance Management

Many organizations struggle with managing and improving employee performance in the areas of their enterprise that engage with customers. With a plethora of systems and data in their contact centers, back-office, and branch operations, it's easy for managers to become inundated with data — although very little of it may be directly actionable.

Verint® Performance Management™ can capture and aggregate data across multiple systems while providing a single, standardized framework for efficiently tracking, managing, and improving individual, team, and organizational performance. The solution provides Scorecards, Coaching, and eLearning capabilities that can work together synergistically, helping your organization implement a continuous process for performance management across the areas of the business that impact the customer experience.

With Verint Performance Management, you can gain insight into what employees are doing, how effectively they're performing, and where they excel or need to sharpen their skills. The solution can even trigger coaching and training sessions to help them do so.

Using insight from the solution, you can tie the activities of individuals and teams to company goals — and adjust training and processes as needed.

Verint Performance Management can provide managers with greater visibility into employee performance, helping them offer better, more focused coaching.

Key Benefits

- Consolidates data from disparate systems into actionable, predefined, and custom key performance indicators (KPIs).

- Provides managers with visibility into the KPI scores of employees, teams, departments, and sites, and enables them to drill down to relevant interactions and screens to understand the reasons behind performance scores

- Enables managers to track and deliver performance-based coaching and eLearning, on demand, to help enhance employee knowledge and skills.

VERINT®

Gain Visibility into Employee Performance and Productivity

Verint Performance Management can free your managers from time-consuming, manual reporting and help them focus on coaching employees. It can also help your organization build and sustain operational excellence programs by providing metrics that show the impact of change across processes, technology, and your enterprise.

The solution provides a range of capabilities, including:

Advanced Scorecards — Displays employee key performance indicators (KPIs) in role-appropriate scorecards, giving employees daily and intraday visibility into objective, data-driven assessments of their performance and empowering them to self-correct behaviors. You can choose from an extensive set of predefined KPIs or create your own to reflect specific organizational goals. Unique business process workflows can enable managers to quickly drill down to the best and worst calls associated with specific KPIs to understand the reasons behind employee scores.

Lesson Management — Enables employees and managers to access their eLearning lesson assignments without ever leaving their desks. An intuitive, browser-based interface shows the specific coursework that has been assigned, the duration and priority of each lesson, and the deadline for completion. Employees can initiate a learning session with the click of a mouse. Additionally, lessons can automatically be assigned to employees if their scorecard KPI scores fall outside of set thresholds and can be assigned directly from Verint Quality Management™*. The system shows a history of courses that have been completed and the scores associated with each. Supervisors can view course transcripts and run reports, enabling them to assess the progress and status of training for individual employees.

* Requires Verint Quality Management.

Coaching — Provides managers with unified functionality and online tools for offering employees better, more focused guidance on how they can enhance their skills. Coaching sessions can be triggered automatically when performance scores fall below set thresholds or directly from Verint Quality Management during evaluations. Employee scorecards, policy documents, eLearning lessons, and other relevant materials can be attached to coaching assignments. This can help supervisors provide attention to the employees and teams that need it most — and better ensure they spend time mentoring their staff.

Performance Management — Part of the Verint Workforce Optimization Solution

Verint Performance Management is part of a suite of workforce optimization solutions from Verint Systems. This patent-protected suite helps organizations capture and analyze customer interactions, improve internal processes and workforce performance, uncover business trends and competitive advantages, and discover the root causes of customer and employee behavior.

Benefit from World-Class Consultants

Verint Consulting Services can help you get the most from your investment. From strategy, customer research, and business impact consulting to implementation, training, customer support, application consulting, and change management, you can be confident that our experienced teams understand your business practices and operations — and are committed to your success.

Verint. Powering Actionable Intelligence®

Verint® Systems Inc. (NASDAQ: VRNT) is a global leader in Actionable Intelligence® solutions for customer engagement optimization, security intelligence, and fraud, risk and compliance. Today, more than 10,000 organizations in over 180 countries use Verint solutions to improve enterprise performance and make the world a safer place. Learn more at **www.verint.com**.

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