

# Verint Quality Management

Today, many contact centers are doing more than traditional quality monitoring – they’re using “voice of the customer” intelligence captured across multiple channels to help them engage customers more effectively and drive better decisions on products, services, and processes.

Verint® Quality Management™ can help your contact center make the transition to omnichannel customer engagement. With this proven solution, you can efficiently select and evaluate large numbers of interactions across communication channels based on business relevance, employee performance, and customer input. It’s a practical way to gain insight that would be difficult, if not impossible, to achieve by randomly sampling small numbers of interactions and evaluating them against inwardly focused metrics and processes.

With Verint Quality Management, you can evaluate all of the attributes of a customer interaction, including voice conversations and associated screen data, text-based interactions (such as chat), and video, right from a single screen. The solution’s omnichannel interaction player provides personalized access to speaker-separated audio waveforms, speech analytics categories, emotions, keywords, interaction tags, annotations, screen recording, applications used by employees, and employee profile information.

You can easily review interactions and activities conducted on or off the phone, without the need to toggle between multiple screens to complete evaluations. The solution’s intuitive, customizable interface allows you to arrange your workspace to meet your individual needs and preferences.



Verint Quality Management provides a single, unified application for accessing and reviewing recorded phone, video, and text-based interactions (such as chat).



## Key Benefits

- Helps contact centers evolve from traditional quality monitoring and random call sampling toward omnichannel, focused quality programs that incorporate the voice of the customer.
- Helps automate quality assurance while revealing the types of interactions that may be the most important.
- Ties analytics, coaching, scorecards, and training together to help employees develop and extend their skills.

## Review the Interactions That Matter Most

Verint Quality Management provides a Smart Inbox™ feature that can automatically deliver the desired type and number of interactions to be evaluated for each employee based on business rules. Evaluators can review interactions from multiple channels in a channel-agnostic and consistent manner — a benefit to help you deliver a true omnichannel experience to customers.

If you have multiple evaluators, the solution's Shared Inbox can provide the necessary workflow among them. It can also help you evaluate an optimum number of interactions across teams and manage quotas effectively. Full text search across voice and text interactions can help you locate topics of interest quickly.

The solution's optional Analytics-Driven Quality functionality can make it easy to search large numbers of calls and focus on the ones that matter the most. It can automatically categorize calls into speech analytics-derived categories focused on situations that can make or break customer relationships, including greetings, escalations, hold behaviors, empathy, and confusion. Powerful search and filtering capabilities can leverage crucial CTI and data field tags — such as high profile accounts, high value transactions, and claim numbers — and further help you find interactions of interest. The solution can even help you pinpoint and navigate to the critical parts of interactions so that you can review them quickly and take action.

## Drive Better Evaluations and Performance

With Verint Quality Management, you can design flexible, intelligent evaluation forms quickly and tailor them to specific interaction types. Quality scores can feed key performance indicators (KPIs) in scorecards, which in turn can drive performance-based coaching and eLearning. If you already deploy Verint Performance Management, you can immediately assign coaching and / or eLearning sessions, either manually or automatically, to address skill and knowledge gaps detected during evaluation. You can even attach scorecard KPIs, policies, and other relevant information to the sessions.

As a single, unified application for employees and supervisors, Verint Quality Management can enable your staff to access recordings, flag interactions and evaluations, perform self-evaluations, and review coaching sessions assigned to them.

## Part of the Verint Customer Engagement Portfolio

Verint Quality Management is part of a patent-protected portfolio of customer engagement 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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