

# Verint Contact Center and Branch Regulatory Compliance

How effectively does your organization follow processes and procedures to help ensure regulatory compliance? Are you able to monitor compliance, consistently and systematically, across multiple channels and employees throughout your enterprise?

With **Verint® Contact Center and Branch Regulatory Compliance™**, you can. This practical solution enables organizations to record interactions between employees and customers, and captures the steps employees follow on their desktops across contact centers and retail branches. Your compliance officers, auditors, and quality managers can easily review and assess interactions, helping you respond as necessary to trends and situations that present compliance risk.

Verint Contact Center and Branch Regulatory Compliance goes beyond recording and assessing customer interactions for quality and leverages a combination of Verint solutions, including Quality Management™, Desktop and Process Analytics™, and Data Propagation and Process Guidance™, as well as encryption and reporting functionality. It can help you monitor interactions across contact centers and your distributed branch network, review them from a central location, identify problem areas and interactions that pose potential risks, address them quickly, and avoid costly fines for noncompliance.

## Monitor Interactions and Assess Risk

Verint Contact Center and Branch Regulatory Compliance can provide your organization with powerful, automated technology tools for capturing, indexing, retrieving, and evaluating customer interactions for adherence to regulations. You can:

- Examine recorded calls automatically using Verint Speech Analytics™. Real-time notifications can provide managers with alerts to the frequent use of specific keywords and phrases, helping to surface problems as they arise.
- Retrieve specific calls or customer interactions in response to disputes or complaints, evaluate employee performance, and document what actually occurred.
- Select samples of customer interactions by branch, employee, or contact center team for ongoing compliance monitoring.
- Respond to noncompliance by scheduling coaching, assigning eLearning, or taking other appropriate actions.
- Surface interactions where customers may be at risk of attrition and enable timely recovery strategies.
- Evaluate and report on compliance activities, communicate trends and respond to potential issues.



With Verint Contact Center and Branch Regulatory Compliance, you can monitor compliance with industry regulations and best practices, consistently and systematically, across your enterprise.



## Key Benefits

- Enables organizations to examine customer and employee interactions across multiple channels to determine compliance to regulations and best practices, identify potential issues, and take action as necessary.
- Enhances visibility into — and awareness of — regulatory concerns across direct interaction channels.
- Helps enterprises avoid costly fines and penalties associated with noncompliance while delivering a better customer experience.

## Gain Visibility into Regulatory Risks

Verint Contact Center and Branch Regulatory Compliance brings together key functionality that can offer deep insight into sources of customer dissatisfaction, including:

- Quality monitoring for capturing audio and screen data in the contact center, and providing agent evaluation and reporting capabilities to help improve performance and the overall customer experience. Optional encryption supports Payment Card Industry (PCI) requirements.
- Speech analytics for evaluating customer calls. Real-time notifications can trigger personalized guidance to agents and alerts to managers based on the use of specific keywords and phrases, helping them respond quickly to problems as they occur.
- Text analytics for automatically categorizing emails, Web forms, and other content into “Complaints” categories for examination and remediation.
- Enterprise feedback management for capturing and analyzing customer feedback across the entire organization to leverage robust reporting and alert capabilities.
- Advanced desktop analytics for triggering data capture on employee computer screens, tagging recordings, and analyzing desktop application usage for later review of adherence to policies and regulations.
- Desktop and process analytics to define specific processes and graphically map the steps that employees follow on their PCs to complete them, revealing frequently followed paths, deviations from standard practice, and more.

- Data propagation and process guidance for reducing errors by replicating data elements and populating them between applications, and providing real-time guidance to employees at specific steps in a process.
- Scorecards with specific key performance indicators related to compliance, to show employees how they are performing against their goals.

## Contact Center and Branch Regulatory Compliance – A Verint Business Impact Solution

Contact Center and Branch Regulatory Compliance is a Business Impact Solution™ within Verint's suite of customer engagement optimization solutions. Enabled by Verint Services, the solution is built on the company's unified workforce optimization framework and can be extended with other solutions in the suite as business needs evolve, without the need to integrate disparate technologies. Used separately or together, Verint workforce optimization solutions offer the convenience and benefits of a single platform, simplified systems administration and maintenance, and reduced cost of ownership.

## 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](http://www.verint.com).


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