

Verint Strategic Planner

Long-term planning in the contact center or back office isn't easy. Call volumes and workload can fluctuate, staffing requirements can change, and the skill sets required to do the work often evolve over time.

Verint® Strategic Planner™ is a solution to augment the near-term forecasting and scheduling functionality provided by workforce management software with long-term resource planning. It's a powerful tool for developing “what if” scenarios that can help customer service operations determine optimal trade-offs among costs, service levels, revenue, and staffing.

Verint Strategic Planner is an integral part of the Verint Workforce Management™ solution. It can also be used in conjunction with workforce management software from other providers. By helping you align your resources with projected customer demand and corporate objectives, Verint Strategic Planner can enable you to develop effective strategies for increasing service levels, reducing unnecessary costs, avoiding downstream crises, and staying ahead of your competition.

Answer Tough Questions Easily

Verint Strategic Planner can project the optimum balance of staff increases and reductions, vacation hours per period, hours worked, retraining time, and use of overtime hours necessary to meet your business goals – something that's very difficult to do with spreadsheets. It can help you answer some of the toughest questions about your contact center and back-office operations, such as:

- What is the optimal hiring plan for next quarter to meet service-level goals?
- When should training be conducted to help new and existing employees meet their career objectives?
- Should we hire more full-time employees or add overtime hours?
- What is required for us to achieve service levels of 90 percent of interactions in 20 seconds, rather than 80/20?
- What is the optimal use of time banking/annualized hours?
- When is the best time to offer vacation hours?
- What impact does a particular queue have on revenue and costs?

The screenshot displays the Verint Strategic Planner interface with several data tables. The top table, titled 'Personnel', shows staffing requirements across quarters (Q1 to Q4) for different categories like 'Base Staff' and 'Overtime Staff'. Below it, a table shows 'Revenue' and 'Costs' over time. The bottom table, 'Summary', provides a high-level overview of key metrics like 'Revenue', 'Costs', and 'Profit' for each quarter and annually.

Verint Strategic Planner can help you quickly analyze long-range staffing, service levels, and revenue scenarios in monthly or weekly summary formats.



Key Benefits

- Provides your multi-skilled contact center and back-office operations with the ability to do long-range planning up to five years in advance.
- Helps organizations assess the benefits and impacts of different scenarios on capacity, staffing, and budget before making decisions.
- Helps increase forecasting accuracy with statistical analyses of historical data.

Improve Operations and Explore Scenarios

Verint Strategic Planner uses sophisticated forecasting techniques, including regression analysis, to help identify trends. It can automatically identify outliers in historical data due to special events and queue reconfigurations, enabling you to exclude or include them in future forecasts. Using its simulation techniques, you can make decisions that take into account such variables as:

- Phone, email, fax, and chat volume
- Service levels
- Cost per contact
- Revenue per contact
- Handle time
- Staff costs
- Overtime
- Full-time and part-time employees
- Attrition
- Shrinkage
- Occupancy
- Staffing preferences
- Learning curves
- Absenteeism
- Capacity
- Burdened costs
- Blended and task-switching agents
- Special events and days

Incorporating these elements into your analysis can help you create more accurate long-term plans and make decisions that can withstand tough scrutiny.

Create “What If” Scenarios Quickly

Understanding the trade-offs among different options is key to gaining a full picture of your contact center or back-office operations. With Verint Strategic Planner, you can easily conduct a “what if” scenario analysis for a week, month, quarter, year, or longer. You can vary factors — such as hiring plans, revenue per queue, vacation policies, and new hire ramp-up times — and immediately view performance, productivity, and cost impacts in graphical and tabular form.

For each scenario, Verint Strategic Planner generates an executive view that clearly communicates advantages, trade-offs, and budgets. The scenarios and analysis can be exported into a spreadsheet, making it easy to share planning information and budgets with decision makers. Better still, values from long-range forecast scenarios can also be exported to Verint Enterprise Workforce Management and used to create detailed, optimized weekly and daily schedules.

Verint Strategic Planner – Part of the Verint Customer Engagement Optimization Platform

Verint Strategic Planner is part of a patent-protected platform 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 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.

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 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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