

Verint Workforce Optimization

As customer expectations evolve, so must the approach that your organization takes to deliver service. With interactions taking place across various communications channels and organizational touch points, it no longer makes sense to manage service delivery in functional silos. You need an enterprise approach to customer service, with the ability to manage the employees who are part of the service delivery process, regardless of their department or function.

Verint® Workforce Optimization™ is a suite of unified software and services for capturing interactions and managing the performance of employees across the enterprise or in targeted areas of your business, including:

- Back-office operations
- Branch operations
- Contact centers
- Financial trading rooms

With Verint Workforce Optimization, you can gain visibility into the people, processes, and work across your organization, helping you:

- Capture and analyze customer interactions, journeys, and sentiments across channels.
- Enhance the quality of customer interactions.
- Drive deeper engagement with customers and employees.
- Improve internal processes and compliance.
- Boost employee productivity and performance.
- Uncover business trends and areas of opportunity.
- Deliver service more effectively.



Verint Workforce Optimization can help you gain unprecedented visibility into the people, processes, and work across multiple functional areas of your organization.



Key Benefits

- Provides visibility and real-time guidance for enhancing customer service processes and workforce performance.
- Delivers shared intelligence to help organizations make better, faster, and easier decisions that can optimize customer engagement and employee productivity, drive revenue and competitive advantage, and enhance compliance and security.
- Provides the industry's most unified, mature workforce optimization platform, with best-of-breed functionality, simplified system administration and maintenance, intuitive interfaces and navigation, and reduced total cost of ownership.
- Accelerates and increases return on investment through expert consulting services.

Manage Customer Service and Supporting Activities

Verint Workforce Optimization provides solutions that address a variety of functions, including:

- Desktop and Process Analytics
- Performance Management (including eLearning and Coaching)
- Recording (chat, IP, TDM, SIP, screens, and video)
- Robotic Process Automation
- Quality Management
- Work Allocation
- Workforce Management

Because this functionality all works together, you can obtain greater insight into workforce performance, customer interactions, customer service processes, and customer loyalty than you might from different systems and applications. You can also benefit from simplified system administration and maintenance and a reduced total cost of ownership.

Implement a Cycle of Performance Improvement

Although Verint Workforce Optimization offers tight integrations and workflow among functions, it's also open. Each solution within the suite stands as best-of-breed and comes with out-of-the-box APIs, making it easy into integrate into your existing environment. You can leverage the suite to implement a cycle of continuous performance improvement by:

- Capturing customer interactions in their entirety, selectively, on demand, or randomly across all touchpoints.
- Evaluating employees using a greater number of interactions that are of high business value and relevance.
- Managing and enhancing individual and team performance against goals using performance management plans.

- Scheduling and deploying the right number of staff with the appropriate skills at the right time to handle customer interactions.
- Providing visibility into performance, processes, and work to reveal execution issues and deliver real-time guidance to employees.
- Driving operational and service improvements by delivering targeted training and redesigning and/or automating processes.
- Refining forecasts and performance goals based on key performance indicators and other intelligence.

Gain Extended Value from Other Solutions

Verint Workforce Optimization works in tandem with other Verint solutions, such as Speech Analytics, Text Analytics, Enterprise Feedback Management, and Telligent Community™. It can help you transform the data obtained from these products into Actionable Intelligence®, so you can understand what's happening in your business and why – and make better, faster, and easier decisions.

Verint Workforce Optimization can be licensed as a whole or by individual product, and can be deployed in the cloud or on premises. So you can start anywhere and adjust your solution over time to match your business needs.

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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