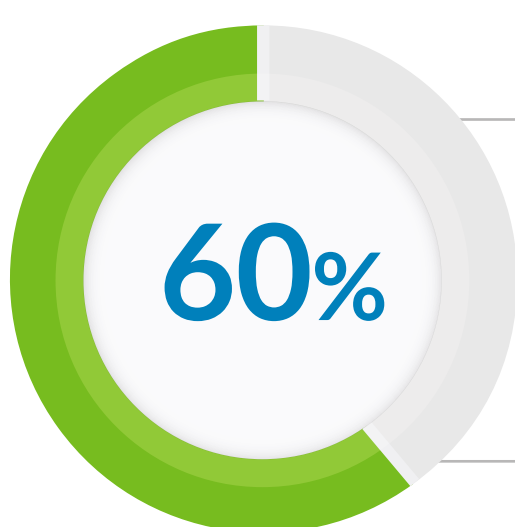


Contact Centers,

Customer Experience

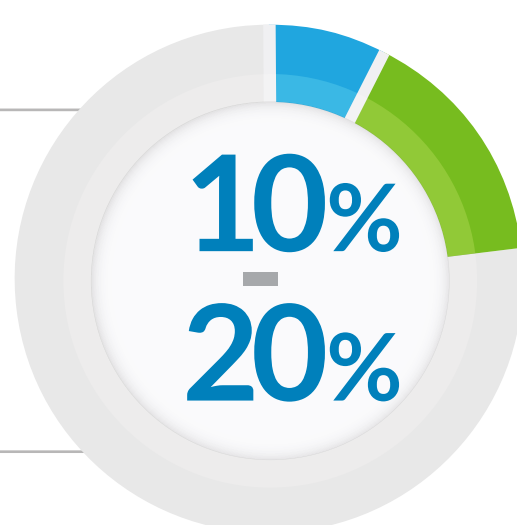
# ... and the Back Office?

The back office can greatly impact customer experience and contact center efficiency.



Customer dissatisfaction originates in the back office.

Contact center volumes due to back-office execution issues.<sup>1</sup>



*Customer expectations are met and exceeded when Back Office work is done efficiently.<sup>2</sup>*



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RESEARCH DIRECTOR  
FROST & SULLIVAN

Next-generation back-office organizations that integrate front- and back-office activities and processes can benefit from:<sup>3</sup>



49% ↑

increase in quality service-level agreements (SLAs) met



38% ↑

increase in employee productivity



9% ↓

decrease in year-over-year customer complaints



3.7x ↑

increase in year-over-year growth in annual company revenue

To learn more about the benefits and capabilities of a next-generation back office, read the Knowledge Brief from Aberdeen Group:

## The Business Value of a Next-Generation Back Office

<sup>1</sup> CapGemini Consulting, "Backing up the Digital Front: Digitizing the Banking Back Office," 26 November 2013

<sup>2</sup> Profiling the Back Office Workforce Optimization Market, Frost & Sullivan, January 2015

<sup>3</sup> The Business Value of a Next-Generation Back Office, Aberdeen Group, June 2017



For more information on the Verint® Workforce Optimization™ suite of solutions for the back office, visit [www.verint.com/backoffice](http://www.verint.com/backoffice).

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