



THE INSTRUCTOR:

Video/multimedia files help support identification and troubleshooting of issues remotely and guide customers through unfamiliar tasks.

THE TRAINER:

Embedded knowledge base reduces ramp time, and simplifies and streamlines continuous learning.

THE INTEGRATOR:

A mashup of all relevant information from various systems presented in one place eliminates toggling between screens.

THE PROTECTOR:

Process guidance supports compliance and corporate governance and reduces risk and errors.

THE TRANSLATOR:

localizes resources to each customer's preferred language.

THE REVENUE DRIVER:

Guidance on handling calls and suggested up-sell and cross-sell opportunities drives revenue.

THE STREAMLINER:

Clean, modern user interface surfaces relevant information from cumbersome legacy systems, improving speed and ease of access.

THE VIRTUALIZER:

Information always within arm's reach even half-way around the world provides ultimate workforce flexibility.

THE PREDICTOR:

Routing and analytics discern the type of issue a customer has in advance to focus resources and speed agent resolution.

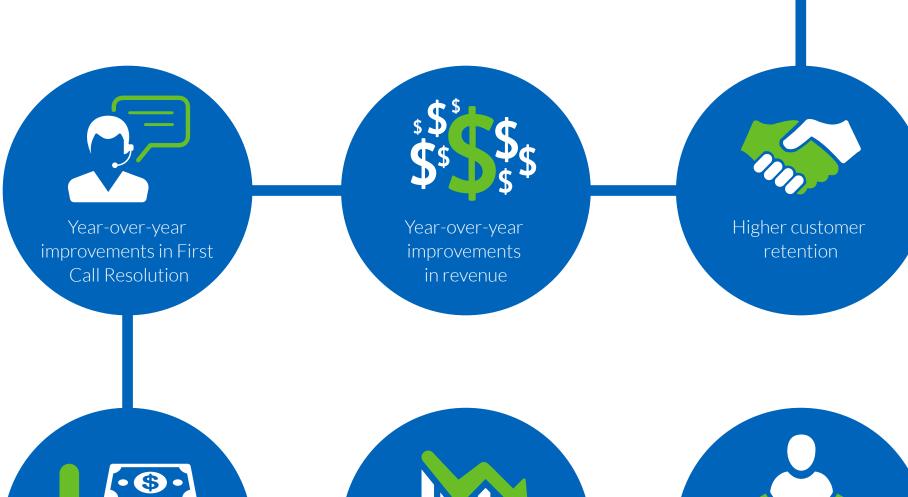


Employee Desktop brings customer information and employee action



together seamlessly to empower the Seriously Smart Organization to deliver

more personalized engagement, and better outcomes with less effort.





your journey to becoming a Seriously Smart Organization.

Source: The Business Value of Integrating the Contact Center within Your Omni-Channel Strategy, March 2014, Omer Minkara.

Learn more about how Employee Desktop can help you on

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