

Next-Generation Back Office

Balancing efficiency with customer demand.

Compared to their traditional counterparts, next-generation back-office organizations can:*

Benefit from ...



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

Excel at ...

Integrating front- and back-office activities and processes.

23% more than others

Acting on voice of the customer data to improve back-office activities and overall customer experience.

100% more than others

Analyzing historical activity data to forecast future workload and resource needs to meet SLAs.

2.3x more than others

Leveraging real-time reporting and dashboards on back-office activities.

2.7x more than others

Implementing some form of robotic process automation.

100% more than others

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

*All statistics excerpted from the Aberdeen Group June 2017 Knowledge Briefs:
The Business Value of a Next-Generation Back Office
The Road to Success: How to Become a "Best-in-Class Back Office" Organization

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

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