

What would back-office workforce optimization do for me?

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Whether you are an associate, team lead, manager or executive, back-office workforce optimization can help you achieve your performance goals.



Customer Service:

- Real-time visibility of SLA performance
- Prioritization of most important work
- Multi-channel customer journey analysis

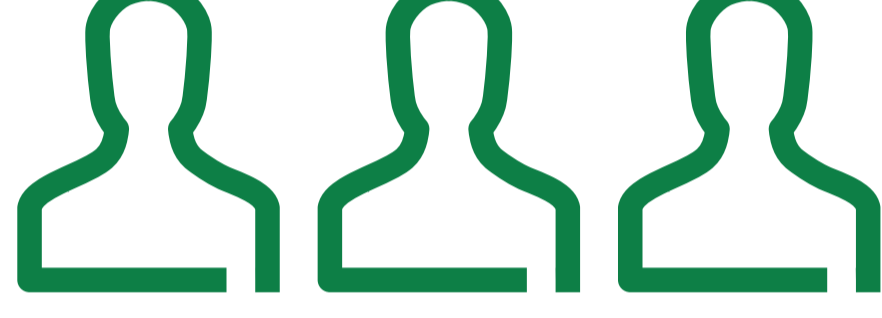
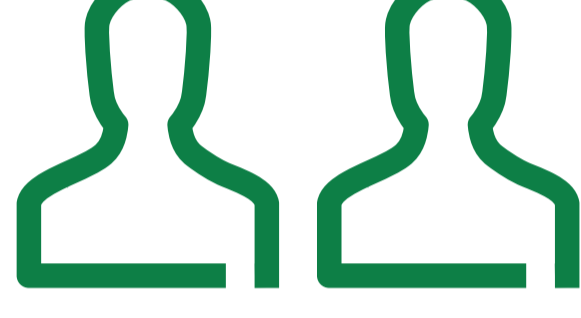
Operations:



- 20%-40% increase in productivity
- Flexibility of workforce irrespective of location
- Reduced backlog and increased capacity
- Complements BPM, workflow, CRM other line of business systems

Team Members:

- Real-time visibility of own work queue
- Visibility of own intra-day performance
- Improved time management and contribution



Team Leaders:



- Automatic or semi-automatic work capture, prioritization, allocation and tracking
- Real-time notifications of at-risk work items
- Reward and recognition based on performance quality and measures
- Evidence for coaching & training requirements

Business Analysts:

- Real-time / historic management information
- Rich data enables 'What-if' modeling
- In-depth, drill-down reporting and dashboards
- Data supporting operational design modeling
- Dashboards to identify 'pinch points' and KPI achievement



Planning:

- Flexible capacity modeling and strategic planning
- Accurate FTE planning based on fact-based metrics
- Model operation scenarios on live data for what-if and unforeseen events

Process Improvement:



- Process definition – monitor and establish clear baselines before improvements
- Process control – ensures process adherence
- Enables continual monitoring and refinement

What would back-office workforce optimization do for my customer?

- Faster turnaround times
- Greater transparency, accuracy and consistency
- Increased brand trust that promises will be kept



Is your back office struggling to keep up with customer demand?
Read the whitepaper: Keeping Customer Promises:
Time for the Back Office to Come to the Forefront.

[READ IT HERE](#)



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