VERINT®
Workforce Optimization™

## Helping **Revolutionize** Customer Engagement

Smarter Engagement

Smarter Engagement helps organizations *capture, visualize, analyze, manage, and improve* customer interactions across different communication channels, making them more complete, consistent, and contextual by:

Providing a single, customizable interaction player that works across channels and applications.

Capturing, aggregating, and displaying customer journey maps with associated cause-and-effect metrics across channels on an online dashboard.

Analyzing phone calls even more quickly and accurately, and categorizing them by theme automatically for quick action.

Providing reliable, serviceable, and scalable recording and archiving for omnichannel interactions in diverse environments.

60%
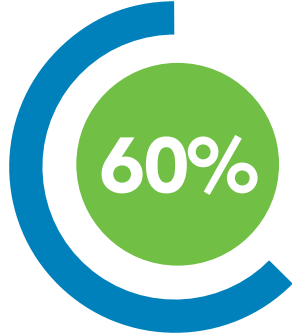
60% of information workers directly interact with customers, helping their clients select, use, and fix their companies' products or services.

Source: Forrester Research, Inc., Four Questions That Free Employees To Access Customer Data, A Guide For Customer Experience Pros Looking To Break Down Information Silos; February 3, 2015

Real-Time Guidance

Solutions that enable employees and managers *react quickly and more effectively* during customer interactions can help you:

Reduce customer and employee effort by using voice biometrics to help authenticate customers.

Reduce call handling costs while improving the customer experience.

Identify fraudsters and potentially reduce losses related to fraudulent account takeovers.

Deliver next best actions to agents in real time during calls.

75% of online consumers move to another channel when online customer service fails.

Source: Forrester Research, Inc., Connect The Dots Between Customer Self-Service And Contact Centers. Capturing Interaction Data From Multiple Self-Service Touchpoints To Increase Revenue And Effectiveness And Cut Costs. February 24, 2014

75%

Employee Productivity

Time-saving features can help you *maximize employee productivity* and drive a continuous cycle of performance improvement by:

Providing a unified quality management application for supervisors and employees that facilitates self-evaluation.

Using performance management plans to help enhance employee performance in a structured manner.

Offering an intuitive interface with single-click access to employee performance, learning, and coaching history for immediate context when evaluating employees.

Providing insight into employee productivity and available capacity, with unique productivity effectiveness information.

38%
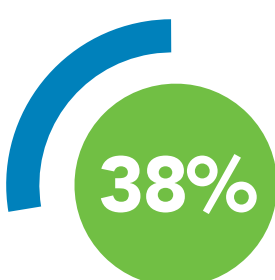
38% say they will increase their utilization of self-service.

Source: Executive Report on the Omni-Channel Customer Experience, October 2014, CCIQ

The intersection of Customer Analytics and Engagement Management provides **Smart Moments**

The intersection of Customer Analytics and Workforce Optimization enables the **Smart Workforce**

Customer Analytics

Engagement Management

Workforce Optimization
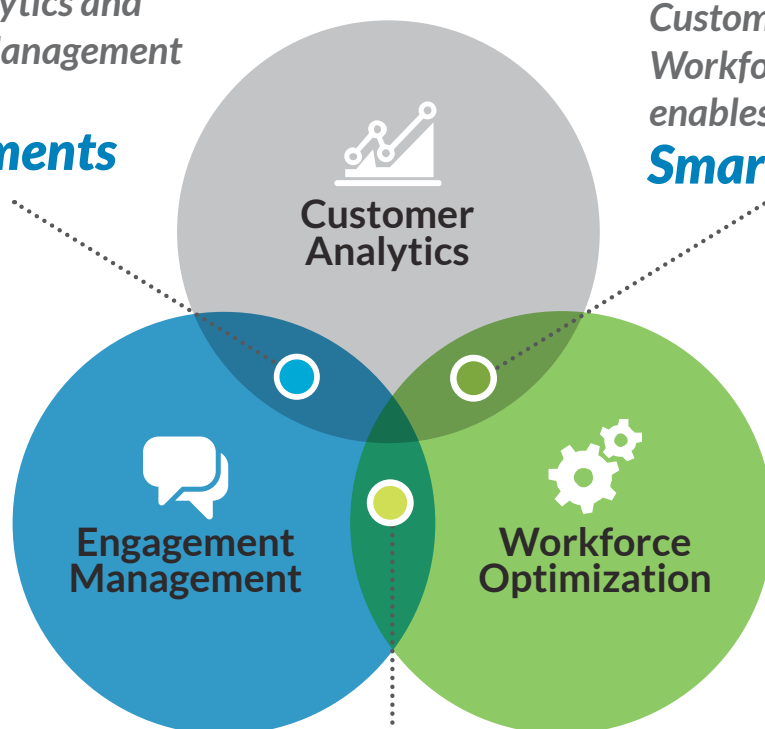
The intersection of Workforce Optimization and Engagement Management drives the **Engaged Workforce**

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