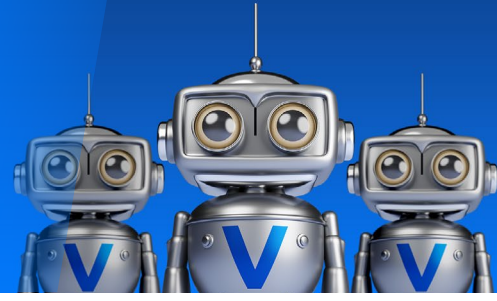# Automating Quality Management with Verint Quality Bots

Now You Can:

- Leverage AI to automate the entire quality management process, from scoring evaluations to assigning coaching.

- Autoscore up to 100 percent of recorded voice and text-based interactions, offering greater insight, objectivity, and consistency than traditional sampling techniques.

- Use generative AI to create more accurate scoring models quickly and effortlessly.

- Reallocate quality resources from scoring evaluations to higher-value activities, such as coaching agents.

Is your quality management program truly effective? If you're only reviewing 1–3 percent of your customer interactions, you may be missing critical performance, compliance and service issues, risking a decline in customer satisfaction and a rise in customer attrition. Verint® Quality Bots use advanced AI to help you automate your quality process and discover what's lurking in your currently unmonitored interactions. By reviewing up to 100 percent of interactions across all channels—voice and digital, human, and bot—you can improve service quality, customer experience (CX), compliance, and employee performance.

Verint Quality Bots augment your human workforce and help you elevate your quality and compliance strategy without disrupting your operations. Transform traditional quality processes by better understanding agent performance and service quality and drive business improvements, such as:

- **Operational Efficiency** – Balance customer satisfaction with operational efficiency and shift contact center resources where they can deliver the greatest impact.

- **Compliance Adherence** – Ensure that agents provide required disclosures and follow mandatory scripts, helping reduce the risk of non-compliance and potential penalties.

- **Customer Satisfaction** – Improve the quality of interactions by proactively spotting and remedying employee gaps in knowledge and adherence to processes.

- **Employee Satisfaction** – Build agent satisfaction by assessing performance consistently, transparently, and objectively across every interaction.

Verint Quality Bots include three AI-powered bots to automate your quality program.

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Verint Quality Template Bot

Automating your quality management has never been easier. Verint Quality Template Bot™ uses the power of generative AI to help you build and refine your scoring models. Write a few prompts for what an ideal answer looks like, then the Quality Template Bot uses these inputs to automatically identify phrases that have a similar meaning and builds the appropriate scoring model.

Key benefits:

- Reduce time and effort spent building evaluation rules, freeing your quality team to focus on more valuable tasks, like coaching.

- Improve scoring model accuracy with the power of generative AI. Move beyond identifying exact matches to your examples by recognizing semantically similar phrases.

- Extend quality monitoring to assess soft skills, such as empathy.

Verint Performance Scoring Bot

Automatically evaluate up to 100 percent of your human and bot, text and voice interactions across all channels. Verint Performance Scoring Bot™ uses integrated scorecards and provides an automatic workflow for scoring and reporting on interactions. The bot can help you share performance metrics and resolve skill gaps by triggering alerts and enabling you to view the results of coaching sessions.

Key benefits:

- Score up to 100 percent of interactions, even in multiple languages, objectively, against the exact same standards.

- Share the results with your employees and other team members seamlessly for timely actions.

- Get automated coaching alerts when a key performance indicator falls below your pre-defined threshold.

Verint Compliance Scoring Bot

Improve your employees' adherence to your internal processes and external regulations. Verint Compliance Scoring Bot™ monitors up to 100 percent of your voice- and text-based, human and bot interactions across all channels and alerts you of potential cases of non-compliance with your internal workflows or external regulations—such as PCI-DSS, data privacy laws, or industry-specific regulations.

Key benefits:

- Mitigate risks of non-compliance that can lead to poor customer experiences, loss of reputation, hefty fines, and other penalties.

- Turn your compliance strategy from reactive to proactive: prevent, spot, and remedy non-compliant actions before they escalate.

- Automatically notify agents and assign training to reinforce proper compliance processes.

Part of Verint Open CCaaS Platform

Verint Quality Management is part of Verint Open CCaaS™ Platform that provides organizations with the foundation to choose the right path for their contact centers now and in the future. This next-generation open platform delivers customer experience (CX) automation while lowering operating costs and ultimately enables brands to achieve best-in-class contact center operations.

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