# Verint Mobile Work View

Mobile devices have become an accepted — and even preferred — way for employees to communicate and perform their jobs. With more and more organizations adopting "bring your own device" (BYOD) policies in the workplace, it makes sense to empower your staff with the ability to manage key aspects of their positions directly from their devices.

Verint® Mobile Work View™ is a native mobile application that extends the functionality of Verint Workforce Optimization™ by providing mobile-enabled employees with anytime, anywhere access to important schedule information, along with capabilities for requesting schedule changes. Available for Apple® iOS and Google® Android-based devices, this practical solution can enable your organization to:

- Increase employee productivity by enabling staff to view and manage important schedule information, including time off, overtime, and shift request/bidding/ swapping opportunities, regardless of their location or access to a computer and web browser.

- Enhance performance by providing employees quick visibility into their key performance indicator (KPI) scores, recognizing trends, comparing performance across KPIs, identifying opportunities for improvement, and taking action to improve.

- Keep employees updated using mobile native "push" notifications.

- Increase employee satisfaction by empowering individuals to use desktop systems and smartphones to execute their most frequently performed activities.

- Extend mobile capabilities to employees without compromising on data security by preventing private information from app-related interactions from being stored on the device.

- Leverage your existing investments in Verint solutions while providing staff with a consumer-like experience.

## Now you can:

- Make frequently used Verint Workforce Optimization functionality available on mobile devices.

- Improve employee productivity by enabling staff to view schedule and performance information, manage time off, and perform shift swaps, changes, and bids at any time and from any location.

- Extend mobile capabilities to employees without compromising on data security by ensuring no private information is stored on the device.

- Increase employee satisfaction by capitalizing on the growing preference for mobile interactions.

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# Verint Mobile Work View

## Gain Flexibility without Compromising Security

Verint Mobile Work View requires licenses for Verint Enterprise Workforce Management™ and / or Verint Performance Management™, as well as the services necessary for setting up and administering mobile access. With these in place, it's easy to set employees up with roles, assign them mobile access privileges, and enable the requisite functionality in the core software. Configurable settings enable you to choose how to notify employees (via email or phone calls) of updates or changes to:

- **Schedules** — Provide updates on schedule changes as they happen.

- **Time-off request status** — Notify employees when their time-off requests are approved or denied.

- **Shift bid request status** — Alert employees when their shift bids are approved or denied.

- **Shift auctions** — Inform employees when it's their turn to bid on a specific auction.

- **Shift changes** — Inform employees when their requests for new shifts or changes to shifts are approved or denied.

- **Shift swaps** — Notify employees when their requests to swap shifts or days off are approved, denied, or responded to by other employees.

After the solution is configured, your employees can download the app for free from the Apple App Store or Google Play™ store and:

- View their daily and monthly schedules in graphical calendar.

- View time off and overtime opportunities in a graphical format and request time off, shift changes, and new shifts based on these opportunities.

- Submit, edit, waitlist, escalate and withdraw their time-off requests.

- Submit requests for shift changes and new shifts.

- Bid for shifts in auctions that are made available to them.

- Post requests to swap shifts and days off on the swap board and pick up requests posted by other employees.

- Receive notifications that are pushed to their mobile devices.

- Scroll through tiled thumbnail views of their KPI scores grouped by business objective.

- View KPI score trends for different time periods — daily, weekly, monthly, quarterly and yearly.

- View KPI details to explore performance against set goals and compare their performance against peers, queue, language, product type, or other metrics.

To help keep data secure, the solution leverages a mobile gateway that provides enhanced security for the app login by ensuring no private information is stored on the device.

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