

Verint Operations Productivity



Now You Can:

- Improve efficiencies and make decisions faster with real-time operational data in comprehensive dashboards.
- Create accurate capacity plans to cost effectively meet work demands.
- Increase employee effectiveness with real-time and trend performance reporting.
- Keep work moving at the right pace to help ensure service goals are met.

Operations has enjoyed efficiency gains from workflow and robotic process automation. But this incremental benefit is starting to plateau, leaving employees to handle more complex, critical-thinking work. Back-office leaders now need human-centric automation solutions to continue to increase operational efficiency and amplify the value of existing automation.

Verint® Operations Productivity™ is an innovative, cloud-based workforce management solution that automatically captures real-time data across functional and data silos and aggregates it into comprehensive operational dashboards — a single source of operational truth. These dashboards display relevant, real-time data that gives:

- **Employees** real-time visibility into their performance against production goals, empowering them to self-adjust behavior and/or ask for help, for more work, or for additional training/upskilling.
- **Front-line managers** insights into employee performance, availability, and production time compliance — for both in-office and work-from-anywhere employees; as well as work volumes and status, enabling them to balance workloads intraday to ensure teams meet their production goals.
- **Department managers** aggregated data on processing efficiency, compliance, and service level achievement for faster, more informed decision making.
- **Business analysts** operational data that helps uncover opportunities to increase efficiency and effectiveness.

These dashboards give managers the real-time data they need to proactively manage employee effectiveness and the velocity of work being processed.

Verint Operations Productivity

Improve Employee Effectiveness and Processing Speed

Verint Operations Productivity is a purpose-built solution for back-office, customer support functions that helps managers easily monitor the execution of customer requests and manage performance across teams and locations — including work-from-anywhere employees. Real-time data and reporting give managers the insights they need to accurately forecast and plan resources, increase employee effectiveness, and speed processing times.

Create More Accurate Demand Forecasts and Capacity Plans

By capturing all work types, volumes, and actual handle times in a single repository, Verint Operations Productivity helps organizations create more accurate demand forecasts and resource capacity plans. These plans inform hiring decisions, allowing you to shore up any skill gaps. No matter how complex your operations are, the comprehensive resource plans can help ensure you have the right number of resources with the right skills to get the work done.

Improve Employee Effectiveness

The Verint Operations Productivity dashboard helps keep employees focused and meeting their time-in-production goals. It also shows the handle time for each type of work item or task. An “effective” employee executes the work correctly and within the allotted handle time. If an employee is unable to execute the task effectively, the dashboard will highlight, for the employee and manager, that there’s a coaching or training need.

Work Faster and More Efficiently

The real-time dashboards quickly highlight for managers issues that could impact the speed in which work is executed, such as a slowdown in production, an unpredicted uptick in volumes, increasing backlog or work aging, or a system or resource hiccup. They can quickly assess the situation and put a plan in place to minimize disruption and keep work flowing at the right velocity to meet service goals.

Verint Operations Productivity is part of a set of workforce management solutions that helps organizations mature their automation strategy to include sharing resources and managing the performance of both people and robotic process automation bots — the new digital workforce — across the enterprise.

Part of Verint Customer Engagement Cloud Platform

Verint Operations Productivity is part of a patent-protected portfolio of cloud solutions that enables the world’s most iconic brands to efficiently connect work, data, and experiences to build enduring customer relationships.



Learn more at
www.verint.com

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