

Verint Workforce Management Branch Forecaster



Now You Can:

- Determine the right staffing levels for each branch with confidence.
- Reallocate staff across branches to achieve savings, increase sales, and enhance customer service.
- Run what-if scenarios to analyze the FTE impact of operational and strategic changes.
- Create strategic staffing plans that align with branch transformation initiatives and annual planning.

Understanding your workforce needs in a distributed branch network can be very challenging. To achieve your efficiency, sales, and service goals, you need an accurate demand forecast and a realistic staffing plan for each branch that factor in each branch's attributes, unique mix of customer interactions, operational and administrative work, staff management, and business development activities.

Verint® Workforce Management Branch Forecaster™ is an innovative cloud solution that leverages proprietary algorithms built specifically for the unique requirements of branch banking. The solution enables banks and credit unions to align their staffing plans to drive efficiencies, sales and revenue growth, and a differentiated customer experience.

As one of the Verint Workforce Management (WFM) for Branch solutions, Verint WFM Branch Forecaster can empower:

- Workforce management teams with accurate data and analytics to easily provide staffing for the branch network that aligns to their organization's branch strategy.
- Executive and line leaders with visibility into staffing needs, reallocation opportunities, and FTE planning for their geographies.
- Branch managers with half-hourly resource forecasts for scheduling their staff to match local customer demand.

The solution is adaptive, not static, and is configured to automatically update as customer demand changes. It can provide banking leaders with up-to-date forecasting and staffing information to make faster, more informed, data-driven decisions.

Verint Workforce Management Branch Forecaster

Confidently Predict Demand and Resource Needs

Verint WFM Branch Forecaster provides demand forecasting that is specifically designed for branch banking. It helps prevent over-forecasting your resource needs, which increases cost, and under-forecasting, which impacts customer satisfaction and sales growth. The solution offers such benefits as:

- **Accurate Branch Forecasts Using Purpose-Built Algorithms** — Create accurate and dynamic demand forecasts for each work area of each branch that automatically update as customer behavior changes. Forecasts are generated using purpose-built algorithms to handle the complexity of the branch environment, which includes lower volume, high duration sales interactions as well as higher volume, lower duration service interactions. Forecasts also account for each branch's:
 - Unique attributes
 - Sales and service activities and volumes
 - Time standards based upon customer interaction mix
 - Targeted customer service levels
- **Visibility into the Branch FTE Costs** — Quantify the FTE costs associated with each branch activity to ensure the right level of investment in activities, such as proactive sales and business development to meet growth goals.
- **Staffing Recommendations that Account for the Reality of the Branch** — Translate customer demand forecasts and work requirements into staffing and headcount recommendations for each branch work area, factoring in employee types and work parameters, such as minimum and maximum hours per week.

- **"What-if" Scenarios to Support Branch Transformation Initiatives** — Understand the FTE impacts of strategic and transformation initiatives, such as changes in branch structure, format, or hours; introduction of new technology; and changes in branch roles.

Verint WFM Branch Forecaster is hosted in a private cloud utilizing Verint's integrated SaaS platform and infrastructure services. The solution integrates seamlessly with Verint WFM Branch Scheduler to optimize branch staff capacity. Both solutions are available as software-as-a-service (SaaS), providing your financial institution with rapid delivery, significantly reducing demand on your own IT resources.

Part of Verint Open Platform

Verint Workforce Management Branch Forecaster is part of a patent-protected platform of cloud solutions that enable the world's most iconic brands to deliver customer experience (CX) automation for elevating the customer experience and reducing operating costs.



Learn more at
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