

Verint Workforce Management Essentials



Now You Can:

- Optimize forecasting and scheduling for omnichannel contact center support.
- Create effective capacity plans to help ensure you have enough skilled resources to meet customer demand.
- Increase service levels with accurate volume forecasting, optimum scheduling, and daily performance tracking.
- Provide employees with flexible schedule options and mobile access to speed requests.

As the work-from-anywhere paradigm continues to evolve and employee expectations for flexibility rise, companies find it more difficult to attract, hire, and retain top talent. At the same time, the introduction of bots to augment the workforce and provide omnichannel support requires contact centers to find new ways of balancing work across bots and employees.

Verint® Workforce Management Essentials™ is an affordable, feature-rich contact center software solution that can help small and medium-sized businesses optimize employee forecasting and scheduling. It can free you from the limitations of manual scheduling with spreadsheets and help you tackle two of the contact center's biggest challenges: meeting service levels and controlling costs.

Using Verint Workforce Management Essentials, you can empower your employees to manage their schedules to support work-life balance, as well as their performance, with out-of-the-box key performance indicators (KPIs) and workflows. Building on Verint's decades of experience with contact centers of all sizes, the solution has predefined events and prebuilt scheduling rules to ease the administrative effort of building a staffing model from scratch. The AI-powered automation rules help you manage overtime, voluntary time-off, and shift changes requests based on net staffing.

Because Verint Workforce Management Essentials is deployed in the cloud, you can avoid a large upfront investment and painful hardware or software implementations. You can easily transition from manual processes to automated schedules, making sure that the right number of agents is taking care of your customers every hour, every day.

Forecasting

To support digital communication channels, Verint Workforce Management Essentials includes multi-channel forecasting and scheduling. The powerful Verint Da Vinci™ AI forecasting engine runs simulations to calculate a precise forecast for future volume, agent requirements, and average handle time for any interval of the day. These forecasts are based on historical and real-time data from all source systems, including phone calls and digital channels.

Scheduling

Proficiency-based scheduling helps ensure that each employee's skill is uniquely assigned. The scheduling engine incorporates all activities to generate staffing schedules that optimize agent availability, work rules, skills, holidays, breaks, service levels, and budgets. You can easily update agent schedules by dragging and dropping breaks, lunches, and other exceptions.

Request Management

Verint Workforce Management Essentials turns the complex and time-consuming process of managing employee time-off requests into an easy-to-manage online system. The solution provides employees access to self-service features through its modern interface and mobile application. They can view their vacation availability, submit and track requests for time off, and receive status updates on their requests even on the go.

Performance Management

The solution compares planned agent activity to actual activities throughout the day and transforms actual volumes, handle times, and other factors into measurable KPIs. Employees can see how they are performing against goals in real time. Managers can use real-time and historical data at the agent, group, and center levels to achieve visibility into performance against key performance metrics.

The Scalable Solution That Adapts to Your Contact Center

Verint Workforce Management Essentials can grow with you, allowing you to increase omnichannel contact center capabilities with extended workload-forecasting automation and hiring-plan optimization. As your contact center grows, you can upgrade to Verint Workforce Management Enterprise™ for additional forecasting and scheduling functionality, such as fully flexible omnichannel scheduling, the Verint Interviewing Bot, and fully customizable scheduling rules and activities.

Part of Verint Open CCaaS™ Platform

Verint Workforce Management Essentials 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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