



Higher Productivity. Increased Sales. Better CX.

BRANCH WORKFORCE MANAGEMENT | APPOINTMENT BOOKING & QUEUE MANAGEMENT | BRANCH CONSULTING SERVICES

Verint Branch Workforce Engagement™ solutions help 40,000 branches schedule staff and serve millions of customers. Our branch experts have spent the last 20+ years helping banks and credit unions reimagine their branches to meet productivity, sales, and CX goals. Sample results include:

5%-15%

In sales productivity



2%-10%

In FTE savings
or redeployment



7%-14%

In Net Promoter Score



Doubled

Appointment traffic



80%

In staff overtime



50%

In branch walkouts



www.verint.com/branch





Discover Verint Branch Workforce Engagement Solutions

SaaS solutions hosted in Amazon Web Services

Verint WFM Branch Forecaster™

Accurately determine staffing levels for each branch.

Verint WFM Branch Scheduler™

Schedule employees automatically within or across branches.

Verint Appointment Booking™

Let customers book in-person or video appointments seamlessly.

Verint Queue Management™

Digitally manage the wait time experience for walk-in customers.

Verint Event Management™

Host tailored customer events to drive traffic and sales.

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Watch A Day in the
Life of A Bank Branch



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