

# Revealing the Trouble with Manual Call Evaluations

## 1% - 3%

Typical number of recorded agent interactions that are evaluated due to extensive time and resource requirements for manual call evaluation...



...low call evaluation rates are not only statistically invalid—they make it difficult to understand true agent performance.

This “blind spot” can jeopardize customer experience and expose the organization to risk and hefty fines...



**Opportunities for coaching are missed and issues persist.**

With **Verint® Automated Quality Management™**, organizations can break the cycle...

## 100%

100% of recorded calls or digital interactions—with humans and bots—can be assessed to reveal performance or compliance issues quickly...

...providing greater intelligence to pinpoint agent coaching and training and automate training scheduling, to shorten the time between issue identification and corrective action...



...empowering each employee to reach their highest potential—making every agent your best agent.

Great engagement and experiences shouldn't be the exception—they should be the rule. Learn more about how innovative solutions, such as Verint Automated Quality Management, can help you deliver exceptional experiences and impactful business outcomes, for more loyal customers, more empowered employees, and a competitive advantage.

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