

Verint Automated Quality Management



Is your quality management program truly effective? If you're relying on a handful of calls per agent as the basis for evaluations and decision making, you may be overlooking important opportunities for improvement — and doing your customers, agents, and organization a disservice.

Verint® Automated Quality Management™ can automate the entire contact center quality process, from scoring evaluations through assigning coaching. This innovative solution can automatically score up to 100 percent of calls across all recorded phone interactions. It offers much greater insight than you'd receive from a small sample of calls while enabling you to focus your quality team on other activities that can add greater value to your business, such as analyzing calls, evaluating compliance, and providing targeted coaching. With Verint Automated Quality Management, you can transform traditional quality processes by understanding agent performance and quality across all of your calls and making more informed decisions that can drive business improvements, such as:

- **Cost Effectiveness** — Balance customer satisfaction with operational efficiency by shifting contact center resources where they can deliver the greatest impact, without incurring unnecessary expense.
- **Risk Reduction** — Ensure that agents provide required disclosures and follow mandatory scripts, helping reduce the risk of non-compliance and potential associated penalties.
- **Customer Satisfaction** — Improve the quality of interactions between customers and agents by redirecting your resources to address individual employee gaps in knowledge, proficiency, and adherence to processes.
- **Employee Satisfaction** — Build agent satisfaction by assessing performance consistently, transparently, and objectively across every call, and share results with employees, managers, and executives.

This practical solution can help elevate your quality program to a level that would be difficult to attain through traditional quality management solutions alone.

Now you can:

- Automate the entire quality management process, from scoring evaluations to assigning coaching.
- Autoscore up to 100 percent of recorded calls, offering greater insight, objectivity, and consistency than sampling techniques used in traditional quality management.
- Reallocate quality resources from scoring evaluations to higher value activities, such as analyzing calls.

VERINT®

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Introduce Automation at Your Own Pace

With Verint Automated Quality Management, you can introduce autoscoring at your own pace by incorporating it into a few of the questions and forms you use today, or starting from scratch and autoscoring all of them. You can automate as many evaluation questions as you choose, add forms over time, and roll them out to different groups in phases to help build confidence and encourage adoption.

Creating new forms is easy. You can even specify which questions should be manually or automatically scored, providing your organization with flexibility in addressing particular business units, types of calls, groups of users, and more.

Empower Employees to Do Their Best

Verint Automated Quality Management includes integrated scorecards and can provide a seamless, automatic workflow for scoring calls, reporting on and sharing these metrics, triggering alerts, and viewing the results of coaching sessions to help resolve skill gaps. Your organization can benefit from a range of features, including:

- **Hierarchical scorecards** — Provide drill-down detail for further analysis and root cause assessment, with roll-up visibility to team performance.
- **Script adherence assessment** — Helps reduce risk in association with regulatory compliance requirements by providing visibility across a large volume of calls.

- **Coaching Alerts** — Assigns coaching when a key performance indicator falls below a user-defined threshold to help address gaps in performance without administrative effort.
- **Automated alerting** — Notifies a supervisor if an agent's key performance indicators (KPIs) fall below a predetermined threshold in the scorecard, enabling coaching to be initiated promptly.
- **Multi-language availability** — Automates scoring in multiple languages — a benefit for global organizations having employees located in different regions.

Get Started Quickly

Verint Automated Quality Management can be deployed with your existing Verint solutions and can integrate into your current workflows and processes, so you can start using it quickly. It can also be deployed with recording applications from other providers or used as a standalone solution.

Benefit from World-Class Consultants

Verint offers a range of Professional Services to help you get the most from your investment, including Business Advisory Services, Implementation and Enablement Services, and Managed Services. Regardless of the services you select, you can be confident that our experienced teams offer practical knowledge and are committed to your success.

The Customer Engagement Company™

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