Verint Branch Workforce Optimization

In today's competitive environment, companies must deliver a high-quality customer experience and meet their sales goals, even as customer visits to their retail branches or stores decline. For many, this can translate into an ongoing need to drive sales, service quality, and customer satisfaction, while reducing costs and retaining staff.

Verint® Branch Workforce Optimization™ combines software and services to offer deep visibility into customer service processes, customer intelligence, and workforce scheduling, productivity, and performance in distributed branch or remote office locations. This workforce optimization solution can help you:

- Forecast demand and staffing requirements to meet each branch location's service-level goals.

- Automate and streamline scheduling to deploy the right number of staff with the right skills, based on availability and past schedule patterns.

- Evaluate the impact of internal and external variables on staffing requirements and budgets using powerful "what if" functionality.

- Deliver real-time customer and productivity information to regional and branch managers.

- Measure employee performance consistently using key performance indicators (KPIs) and role-appropriate scorecards.

- Deliver individualized and best-practice training to the employee desktop, even across multiple sites.

- Automate time-off requests using an online system for requests and approvals.

- Establish a long-term resource plan that supports your customer service and revenue objectives.

Verint Branch Workforce Optimization is a strategic solution for increasing customer satisfaction and loyalty, enhancing products and services, reducing costs, and driving revenue.

With Verint Branch Workforce Optimization, you can gain unprecedented visibility into your retail branch network performance, staffing, and operations.

Key Benefits

- Automates forecasting and scheduling to help branches meet service-level goals more effectively.

- Helps predict customer demand accurately to reduce wait times.

- Offers visibility into and measures employee performance consistently across branches.

- Helps determine resource needs by role type and enables scheduling of specialists across multiple locations.

VERINT®

Gain a Deeper Understanding of Branch Performance

With Verint Branch Workforce Optimization, your company can gain a deeper understanding of performance, operations, and customers in its retail branch or store network, and then use this intelligence to make informed decisions. The solution provides functionality for:

Forecasting — Creates forecasts that incorporate historical data, seasonality, trends, holidays, and positional day impact. You can view trends, anticipate staffing demands in association with marketing campaigns, and accommodate location-specific attributes to produce unique staffing requirements for each branch.

Capacity Planning — Provides powerful "what if" functionality to help managers evaluate the impact of internal and external variables on staffing requirements and budgets. Managers can easily determine the staffing mix of full-time, part-time, and flex-time resources to meet demand.

Scheduling — Replaces time-consuming, manual scheduling with an automated process that's integrated with volume and customer traffic forecasts to align resources accurately with customer demand. You can even create schedules that meet the specific needs of each location, quickly and easily.

Time Off Manager — Manages time-off requests and approvals through a clear, easy-to-administer online system. Managers can configure rules for auto-processing requests based on branch policies to save time. From their desktops or mobile devices, staff can view vacation availability, submit and track requests for time off, and be added to a waiting list when necessary.

Desktop and Process Analytics — Helps improve productivity and performance by recording and analyzing the PC desktop activities of your staff, mapping processes, and identifying variances across specific process steps.

Performance Management — Enables you to measure employee performance against goals in daily, weekly, quarterly, and annual increments using role-appropriate scorecards. You can create KPIs tailored to your business to show staff how they're performing against their goals. To help cultivate employee skills and engagement, you can leverage the integrated solutions for eLearning and Coaching.

Face-to-Face Voice Interaction Recording — Supports compliance and quality initiatives by recording the conversations employees have with customers in your branches or the field. Interactions can be reviewed later for coaching or analyzed further with Speech Analytics to provide insights on customer interactions.

Branch Experience Surveys — Captures customer feedback following branch visits for timely, direct feedback on specific transactions. Surveys can be delivered online or via mobile devices, enabling your organization to respond quickly to issues with training, employee behavior, or trends.

Part of the Verint Customer Engagement Portfolio

Verint Branch Workforce Optimization is part of a patent-protected portfolio of customer engagement solutions that help organizations enrich customer interactions, improve business processes, and optimize their workforces to enhance loyalty, increase revenue, mitigate risk, and manage operational costs.

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.

Verint. Powering Actionable Intelligence®

Verint® is a global leader in Actionable Intelligence® solutions with a focus on customer engagement optimization, security intelligence, and fraud, risk and compliance. Today, more than 10,000 organizations in over 180 countries — including over 80 percent of the Fortune 100 — count on Verint solutions to make more informed, effective, and timely decisions.

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