

Verint Engagement Management Employee Desktop

Although consumers have embraced digital channels for many types of interactions, they often turn to contact centers as their channel of choice for difficult or complex issues. This means that contact center agents require the tools to help them deliver service in multi- and omnichannel environments.

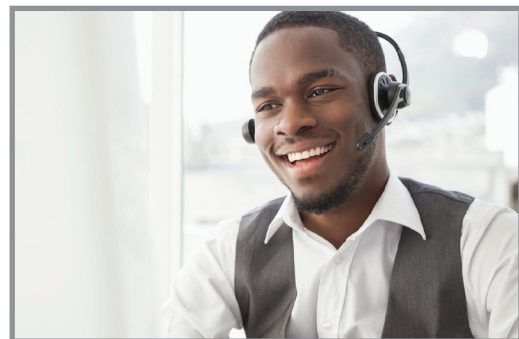
Verint® Engagement Management Employee Desktop™ is a dynamic, easy to-use, multichannel and knowledge-based desktop that provides unified access to the applications and information required by employees handling customer cases. Combining knowledge management, case management and channel management technologies into a single platform, the solution allows employees to work with customers and cases across a variety of channels, including telephone, email, chat, and mobile. It can empower your employees and support their decision making to help provide differentiated and personalized customer service.

Find the Right Solution

Many customers still use the contact center as their channel of choice when it comes to difficult and complex issues. When customer calls reach the service desk, they tend to be unpredictable and more difficult to solve.

As a result, employees serving the customer must have deeper knowledge, a wider skill set, and access to a variety of business applications to progress customer issues. To successfully resolve customer issues, employees must be equipped to handle this unpredictability and complexity and need tools and business applications that support decision making.

Verint Engagement Management Employee Desktop helps empower employees and supports decision making through the integration of customer channels, case management, knowledge management and third-party applications. It helps employees work with customers and cases across a variety of channels (telephone, email, chat, social, mobile or campaign) via a single user interface.



Verint Engagement Management Employee Desktop helps provide a unified view of customer contact histories across communication channels.



Key Benefits

- Provides a unified view of customer cases across communications channels
- Reduces time-consuming application switching.
- Helps improve customer satisfaction by enabling more personalized and contextual service.

Gain a 360-Degree View of Customer Interactions

Knowledge management within the Verint Engagement Management Employee Desktop helps your employees gain a 360-degree view of the customer and all the information relevant to the context of the customer's interaction (customer's profile, previous interactions, and the products and services used by the customer), thus empowering the agent to provide a highly personalized experience. Process and case management tools can help employees handle interactions easily, efficiently, swiftly, and correctly.

Employees can quickly initiate customer cases using a selection of pre-built customer service cases, such as requesting an engineer's visit, reporting a fault or registering a complaint. The dynamic scripting feature guides employees through all the customer service process steps. Knowledge-infused processes provide the relevant information at each step, and information updates dynamically on the employee's screen, helping staff progress customer requests quickly and accurately toward resolution while maintaining a helpful and natural conversation with the customer.

The solution's process management capability helps ensure that all customer cases are logged and monitored in accordance with service-level agreements. A rich integration framework integrates customer service case management processes to legacy systems, such as CRM, ERP and ECM, helping eliminate the application switching that can cause frustration for the employees and delays for the customer.

Verint Engagement Management Employee Desktop also includes an activity stream viewer that provides real-time notification and discussion features to facilitate collaboration between employees and supervisors. It can help organizations address the limitations of email-only employee communication while supporting the collaboration needs of today's contact center workforce.

To provide optimal service with ease, agents must be empowered with the right contextual knowledge, applications, and tools across the different channels. With Verint Engagement Management Employee Desktop, you can better ensure that the services provided by your employees reflect the quality of your brand.

Verint Engagement Management Employee Desktop – Part of the Verint Customer Engagement Optimization Platform

Verint Engagement Management Employee Desktop is part of a patent-protected portfolio of customer engagement optimization 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 Application 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® Systems Inc. (NASDAQ: VRNT) is a global leader in Actionable Intelligence® solutions for customer engagement optimization, security intelligence, and fraud, risk and compliance. Today, more than 10,000 organizations in over 180 countries use Verint solutions to improve enterprise performance and make the world a safer place. Learn more at www.verint.com.


Americas

 info@verint.com

 1-800-4VERINT


Europe, Middle East & Africa

 info.emea@verint.com

 +44(0) 1932 839500

Asia Pacific

 info.apac@verint.com

 +(852) 2797 5678

 verint.com

 twitter.com/verint

 facebook.com/verint

 blog.verint.com

Unauthorized use, duplication, or modification of this document in whole or in part without the written consent of Verint Systems Inc. is strictly prohibited. By providing this document, Verint Systems Inc. is not making any representations regarding the correctness or completeness of its contents and reserves the right to alter this document at any time without notice. Features listed in this document are subject to change. Not all functionality is available in all configurations. Please contact Verint for current product features and specifications. All marks referenced herein with the ® or TM symbol are registered trademarks or trademarks of Verint Systems Inc. or its subsidiaries. All rights reserved. All other marks are trademarks of their respective owners. © 2015 Verint Systems Inc. All Rights Reserved Worldwide. 09.2015