

Verint Process Assistant

Many organizations have customer service and back-office operations that require employees to execute processes spanning multiple applications and follow specific business rules and organizational policies. Often, it's necessary for employees to rekey data from one system to another, and they may struggle to maintain their expertise across legacy applications, rapidly changing competitive and regulatory requirements, new processes, and other requirements.

Verint® Process Assistant™ can help employees complete tasks faster and more accurately by providing guidance and automation wizards that overlay applications, showing staff exactly what to do, preventing them from proceeding in some situations, and even performing the work for them in others. This practical solution can help free your organization from complex application integrations, ongoing training for infrequently used processes, and some of the drawbacks of increasing skill specialization.

With Verint Process Assistant, your organization can benefit from a rapid, low-cost approach that can help you avoid delays and inefficiencies, costly errors, exposure to risk, and compliance violations.

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Now you can:

- Reduce the need for continuous training on processes that are performed infrequently.
- Provide guidance to employees while they are completing a process.
- Help employees learn new processes with confidence by automatically blocking incorrect actions.
- Enhance quality by executing portions of processes automatically, reducing or eliminating the need to manually rekey data into multiple systems.
- Decrease workforce expenses by automating selected process steps, reducing the time needed to complete tasks and increasing production.

Verint Process Assistant

Verint Process Assistant can help your organization augment the user experience in one or more applications to make completion of tasks faster, easier, more accurate and compliant. A powerful yet intuitive authoring module makes it possible for business users to create and edit guidance scripts. Advanced features in the author module can be leveraged by users with greater technical expertise to extend wizards with more complex logic, including data access via web services calls, Python, VisualBasic, and Sequel scripting capabilities.

Apply Automation for Efficiency

The solution's guidance scripts can help employees complete tasks quickly and accurately, even for critical tasks that aren't performed frequently enough for staff to maintain competence. For tasks that have traditionally involved extensive manual data entry, automation can be added to help greatly speed up completion and reduce errors. If the same information needs to be entered into several different applications — to set up a new customer account, for example — Verint Process Automation can be used to automate data entry and present a guidance script to the user. Scripts can provide field validation, and can also be set up to prevent a user from proceeding.

Verint Process Assistant can read and write documents in a variety of formats, including Microsoft Excel®, Microsoft Word®, PDF, and other formats. Built-in OCR capabilities allow it to read text from graphic objects. Guidance and automation scripts can be generated and maintained centrally and automatically distributed to employee desktops. The solution maintains statistics about usage and completion of tasks so that administrators can review and make updates as needed.

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.

The Customer Engagement Company™

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