

# Verint Gamification



Keeping employees engaged with their work can be an ongoing challenge for many organizations. While coaching, mentoring, and training can enhance employee engagement, savvy organizations are incorporating elements of game theory — gamification — into the workplace to help stimulate and motivate their staff.

Verint® Gamification™ is an enterprise software solution that applies game mechanics to help you engage staff, communicate goals, measure and acknowledge achievements, inspire collaboration, and motivate teams. It can enable your organization to transform the process of skills acquisition and enhancement from a routine chore into an exciting and competitive experience.

Going beyond the points, badges, and leaderboards typical of many gamification applications, Verint Gamification provides rich game narratives right out of the box with clear calls-to-action focused on personal and shared performance metrics, on-the-job mastery, and enhanced customer interactions.

By coupling engaging themes such as racing, virtual city building, or sports with a progression of challenges, the solution can capture employee interest while helping build desired skills and behaviors.

## Now you can:

- Build and sustain employee engagement, which in turn can lead to enhanced sales, customer engagement, and quality.
- Leverage game mechanics to help employees develop and maintain desired skills, knowledge, and behaviors to achieve organizational performance goals.
- Transform performance management exercises into an engaging experience for individuals and teams.

**VERINT.**

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## Take Performance Management to a New Level

Verint Gamification builds on Verint's broad suite of customer engagement solutions. It can leverage employee performance data from applications within the suite, as well as from external systems, such as CRM and human resources systems.

The solution can accommodate multiple key performance indicators in a balanced scorecards approach to deliver challenging, yet entertaining simulations to help improve desired skills, behaviors, and performance outcomes. Flexible game rules can make it easy to configure the solution to meet your organization's unique requirements, all without custom coding. The system can be up and running in a matter of days and is scalable, so it can grow along with your business.

To help foster team building, the solution can deliver a fantasy sports-like experience that features periodical games within a longer league season among teams.

Additionally, it features personalized and non-competitive leaderboards, raffles, and ad-hoc competitions — and can deliver gamified simulations, quizzes, surveys or polls, along with embedded videos and presentations.

## Part of the Verint Customer Engagement Portfolio

Verint Gamification 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 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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