Next-Generation Back Office

Balancing efficiency with customer demand.

Compared to their traditional counterparts, next-generation back-office organizations can:* 

**Benefit from ...**

- **49%↑** increase in quality service-level agreements (SLAs) met
- **38%↑** increase in employee productivity
- **9%↓** decrease in year-over-year customer complaints
- **3.7x↑** increase in year-over-year growth in annual company revenue

**Excel at ...**

- **23% more** than others

**Integrating** front- and back-office activities and processes.

- **23% more** than others

**Acting on** voice of the customer data to improve back-office activities and overall customer experience.

- **100% more** than others

**Analyzing** historical activity data to forecast future workload and resource needs to meet SLAs.

- **2.3x more** than others

**Leveraging** real-time reporting and dashboards on back-office activities.

- **2.7x more** than others

**Implementing** some form of robotic process automation.

- **100% more** than others

To learn more about the benefits and capabilities of a next-generation back office, read the Knowledge Brief from Aberdeen Group:

**The Business Value of a Next-Generation Back Office**

- 49% increase in quality service-level agreements (SLAs) met
- 38% increase in employee productivity
- 9% decrease in year-over-year customer complaints
- 3.7x increase in year-over-year growth in annual company revenue

For more information on the Verint® Workforce Optimization™ suite of solutions for the back office, visit www.verint.com/backoffice.