

# Large American Public Safety Services Provider

## Opportunity

In the public safety sector, where human lives can depend on accurate and speedy responses to emergency calls, reducing risk and optimizing operational efficiency are imperative. For a large public safety services provider in the Western U.S., increasing workload without a corresponding increase in resources posed a significant challenge in meeting this objective.

Providing public safety services to close to 700,000 citizens, this organization's 9-1-1 center is fully staffed 24x7. Therefore, accurate forecasting and employee scheduling are crucial for the center's smooth operation.

To address these challenges, the emergency response center needed the ability to perform data-driven forecasting, automate scheduling, and set up specific workflows that would enable more effective day-to-day and hour-by-hour management of operations. The organization also sought more factual insights into call-taker workload, as well as opportunities for reducing operational risk.

## Solution

The public safety agency implemented Verint® Workforce Management™ to enhance its forecasting capabilities, align its workforce with anticipated workload, and improve its operational management. Verint Workforce Management enables public safety organizations to gain visibility into command center staffing, processes, and workflow across mission-critical operations.

With the Verint solution, the 9-1-1 center can import call statistics at fifteen-or thirty-minute intervals, and aggregate the data over time to feed three distinct operational activities:

- **Forecasting:** Purpose-built analytics tools help the agency look at historical call volumes and allow managers to predict future workload. This includes enabling command center supervisors to review specific timeframes – such as the last five New Year's Eves or periods of inclement weather.
- **Scheduling:** With the fact-based forecast in place, the solution builds the schedules necessary to meet the projected demand. This includes efficiently managing the availability of employees by incorporating their skills, proficiencies, preferences, and work rules into scheduling decisions. The solution also helps the agency increase employee satisfaction by giving staff visibility into work schedules, as well as automated schedule control, with the added benefit of mobile capabilities.

**VERINT**

## Customer Success Story



### Solutions

Verint® Workforce Management™

Verint Basic Scorecards™



### Industry

Public Safety



### Region

North America

## Results

- Achieved faster and more accurate staff scheduling through more effective workload analysis and forecasting.
- Realized a measurable decrease in employee overtime.
- Improved supervisor productivity by automating routine administrative tasks.

By implementing Verint Workforce Management, the public safety services provider has achieved faster and more accurate scheduling. The organization also mitigated the risk of overstaffing and understaffing, with a measurable decrease in employee overtime.

• **Operational Management:** The Verint solution is ideally suited to managing workflows specific to an emergency communications center on an hour-by-hour basis. The application can also automate routine administrative tasks, including managing training, vacations, sick time, special projects, breaks, and lunches, as well as reconciling payroll against actual hours worked. In addition, Verint Workforce Management can be configured to synchronize with the telephony system in real time to track if telecommunicators are on the phones during scheduled times.

## Benefits

By implementing Verint Workforce Management, the public safety services provider has achieved faster and more accurate scheduling. The organization also mitigated the risk

of overstaffing and understaffing, with a measurable decrease in employee overtime. By automating routine administrative tasks, supervisors are also free to focus on higher-value tasks that demand their special skills, such as coaching their call-takers.

Verint Workforce Management is available as a cloud solution, which can free hard-pressed IT departments of the burden of infrastructure management and administration. The Verint Cloud provides a highly performant, secure, and reliable infrastructure that removes the hidden costs of software, such as hardware, storage, database licenses, IT support, and security.

To learn more about Verint's solutions for public safety, please visit [verint.com/public-safety](http://verint.com/public-safety).

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