Operating Costs for Call Center Labor

Labor represents two-thirds or more of the total operating cost of the contact center. The ability to make the most of each and every agent-hour is vital!

Call Center Attrition Rates
Industry-wide, call center agent attrition rates are at 50% or higher.

Automation makes a Difference

Automation makes a difference by:
- Prevents silos
- Creates efficiencies
- Shares information and best practices easily
- Manages big data
- Creates a global view of all data in one place
- Easily manages big data
- Offers a global view of all data in one place

Automation: Wrap and renew benefits:
- Fast deployment time
- Savings adding up to millions of dollars annually
- Reduced agent effort and training time
- Increased agent productivity
- IT security and scalability with minimal management
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System Integration: Rip and Replace vs. Wrap and Renew
With a wrap and renew solution you’re able to take data from disparate systems and combine them into a single desktop.

Verint provides solutions for small and medium-sized businesses. These solutions can help schedule customer-service employees across multiple media channels, including email, chat, and phone, to deliver a more cohesive customer journey.

Verint Workforce Engagement should be a key pillar in any customer care strategy.

Verint Workforce Engagement:
- It encompasses:
  - Organizational initiatives
  - Physical environment
  - Incentives and rewards
  - Mobile apps
  - Emerging technologies
  - Desktop tools
  - Analytics

It encompasses...

Learn more about Verint Workforce Engagement here.

About Verint: Today, over 10,000 organizations of all sizes in more than 180 countries—including over 85% of the Fortune 500—count on intelligence from Verint solutions to make more informed, effective and timely decisions.

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