

Verint Application Visualizer

Managing a contact center has never been easy, but it's getting even harder. With agents servicing multiple channels and dispersed across teams, sites, and home offices, the days of managing by walking around are over. How can you determine whether your agents are doing the right activities at the right time?



Now You Can:

- Capture real-time application usage from employee desktops.
- Categorize applications for easy analysis.
- Quickly identify opportunities to focus employees on the right activities.
- Leverage the data for coaching and to improve employee productivity.

Verint® Application Visualizer™ is an innovative, cloud-based, desktop analytics solution that provides contact center leadership and staff with visibility into employee desktop activity. This enterprise-scale solution captures real-time application usage and groups the applications into pre-defined categories, such as production-related, non-production, idle, and inactive time. Managers can compare application usage against scheduled or actual productive work time.

With Verint® Application Visualizer™ unobtrusively captures application and web usage data for each employee directly from the desktop without including screen captures or video, eliminating potential distractions and protecting employee privacy. The solution can help improve the customer experience while reducing costs by giving managers insight into:

- Opportunities to increase productivity and capacity, reducing costs and the need for overtime.
- Agents who are struggling and need coaching to improve performance.
- Best practices of top performers to share with others.

Our rapid deployment model means that in a matter of weeks, you can have real-time, objective data to help manage agents, provide feedback, and increase the capacity and productivity of your on-site and work-from-anywhere employees.

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Benefit from Objective Performance Data

Providing objective performance feedback is critical for helping agents develop their skills and feel assured that everyone is being measured and promoted fairly.

With Verint Application Visualizer agents can feel confident that they are being assessed on the same data and metrics as their peers. Managers can use this data in coaching and employee development discussions. The data can also help them conduct peer analysis of team members to identify potential application process and usage anomalies that require action. The data can also be used to:

- Analyze post-contact application activity for process compliance.
- Highlight training issues that excessive intra-team communications via chat could indicate.
- Assess application utilization for licensing and subscription costs.

Extend the Value through Integrations

Application usage data captured by Verint Application Visualizer can be used by other Verint Workforce Engagement solutions to add greater insights and actionable intelligence. For example, when combined with Verint Workforce Management™, managers can compare desktop activities with employee schedules to measure schedule adherence. As part of Verint Operations Visualizer™ solution, Verint Application Visualizer can provide data to help back-office operations measure and manage productivity to increase back-office capacity and reduce costs.

Part of the Verint Customer Engagement Cloud Platform

Verint Application Visualizer is part of a patent-protected portfolio of cloud solutions that enables the world's most iconic brands to efficiently connect work, data, and experiences to build enduring customer relationships.

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 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.



Learn more at
www.verint.com/dpa.

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