

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 and identify productivity or capacity gaps, which may also allow for overtime reduction or employee schedule improvements.

Verint Application Visualizer 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-home 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™, you can create an objective source of performance data. It 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.

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.

Get Started Fast

Verint Application Visualizer is also available as a Cloud QuickStart—a cloud-only offering that can be up and running in about eight weeks, providing day 1 insights and a short time to ROI. This approach requires a minimum of 100 employees and a maximum of 500, and is limited to six pre-defined application groups and the mapping of up to 30 application modules as part of a standard services package.



Learn more about
**Verint Application Visualizer and
the Cloud QuickStart**
at www.verint.com/workforceengagement

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