

Verint Automated Quality Management for Compliance



How many of your calls would fail a compliance audit? If your organization screens only about three percent of conversations each day, what about the other 97 percent? Relying on a small percentage of calls to determine whether agents meet procedural and regulatory requirements is risky at best. With so many non-compliant interactions remaining hidden, there's always the potential for hefty fines, sanctions, and other consequences.

For as little as \$5,000 a month,* you can effectively reduce that risk and avoid fines that could run to hundreds of thousands of dollars.

With Verint® Automated Quality Management™, you can screen 100 percent of recorded interactions, without the need for additional staff or other resources. It includes out-of-the-box quality management key performance indicators (KPIs), so you can be up and running in a matter of a weeks and realize a faster return on investment.

Economical to install and configure, Verint Automated Quality Management can quickly deliver excellent value-for-money, offering much greater insight than you'd ever receive from random sampling, and helping reduce the risk of non-compliance and associated penalties.

The solution can enable you to focus on improving compliance and the quality of customer interactions—with targeted coaching and other measures to address agent proficiency, process adherence, and more.

*Cloud installation and managed services for a 300-seat contact center.

Now you can:

- Avoid fines and other sanctions for non-compliant interactions you may have been unaware of.
- Leverage AI to quickly and economically automate quality management for key performance indicators.
- Autoscore up to 100 percent of recorded voice and text-based interactions, offering greater insight, objectivity, and consistency than sampling techniques used in traditional quality management.
- Reallocate quality resources from scoring evaluations to higher value activities, such as coaching agents.

VERINT®

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Identify Compliance Risks

Verint Automated Quality Management helps improve:

- **Compliance** — Reduce the risk of non-compliance and potential penalties by ensuring that agents provide required information and disclosures, and follow mandatory scripts.
- **Operational Effectiveness** – Rapidly identify if process steps, or the tools used to administer them, are causing non-compliant interactions.
- **Customer Satisfaction** — Proactively identify interactions that require additional attention.
- **Employee Satisfaction** — Assess performance consistently and objectively across interactions, and share results with employees, managers, and executives.
- **Cost Effectiveness** — Leverage rapid implementation and out-of-the-box capabilities for quick ROI and future expansion of KPIs for your business.

See Results Quickly

Verint Automated Quality Management works with Verint Quality Management™ and other Verint solutions and can integrate into your existing workflows and processes. Right out of the box, Verint Automated Quality Management provides three automated rules to automatically check that agents:

- Inform customers that calls will be recorded.
- Follow the correct identity authentication processes.
- Ensure that the card verification value (CVV) is not recorded when taking payments.

Introduce Automation Gradually

Once you have introduced Verint Automated Quality Management, you can create custom metrics, expanding its use to automate evaluation of as many different questions as you choose. You can add forms over time and roll them out in phases, to help encourage adoption.

Leverage Services from Verint

With our innovative Cloud delivery, you can be up and running, fast. Implementation services are delivered by Verint experts and can have you autoscoring 100 percent of interactions in as little as three weeks. Managed Services are also included and available in a choice of two tiers—silver or gold—so you can choose the one that best meets the needs of your business. Renewed annually, these managed services provide:

- Optimization tools – Keep your KPIs accurate and relevant.
- Verint AdviceLine™ – Get access to Verint experts to answer solution-related questions.
- Custom KPIs – Receive assistance with establishing additional customized rules and measures.
- Progress Assessments – Keep KPI criteria up-to-date and provide guidance on future targets for automation (gold service only).

The Customer Engagement Company™

Americas

info@verint.com

1-800-4VERINT

Europe, Middle East & Africa

info.emea@verint.com

+44(0) 1932 839500

Asia Pacific

info.apac@verint.com

+(852) 2797 5678



verint.com



twitter.com/verint



facebook.com/verint



blog.verint.com

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