

**VERINT.**

## Revealing the Trouble with Manual Call Evaluations

Industry sources estimate that less than

 **1%**

of all recorded agent interactions are evaluated due to extensive time and resource requirements for manual call evaluation...

...low call evaluation rates are not only statistically invalid—they make it difficult to understand true agent performance.



This “blind spot” can jeopardize customer experience and expose the organization to risk...

...opportunities for performance are missed and issues persist.



With Automated Quality Management, Organizations Can Break the Cycle...



**100%**



of calls or interactions can be recorded and assessed to reveal performance issues quickly...

...providing greater intelligence to pinpoint agent coaching and training...



...and automate training scheduling, to shorten the time between issue identification and action...

...empowering each employee to reach their highest potential, making every agent your best agent.

At Verint, we believe great engagement and experiences shouldn't be the exception – they should be the rule. Learn more about how innovative solutions, such as Automated Quality Management, can help you deliver exceptional experiences and impactful business outcomes, for more loyal customers, more empowered employees and a competitive advantage.

[FIND OUT MORE HERE](#)



[info@verint.com](mailto:info@verint.com)

Americas: 1-800-4VERINT

EMEA: +44(0) 1932 839500

APAC: +(852) 2797 5678

[www.verint.com](http://www.verint.com)

**VERINT.**

The Customer Engagement Company™

© 2017 Verint Systems Inc. All Rights Reserved Worldwide. Unauthorized use, duplication or modification of this infographic in whole or in part without the written consent of Verint Systems Inc. is strictly prohibited. All marks referenced herein with the ® or TM symbol are registered trademarks or trademarks of Verint Systems Inc. or its subsidiaries. All other marks are trademarks of their respective owners.