

# Verint Automated Quality Management for Public Safety



Is your quality management program truly effective? If you're relying on a handful of interactions per call taker or dispatcher as the basis for evaluations and decision making, you may be overlooking important opportunities for improvement.

Verint® Automated Quality Management™ can help you automate the E9-1-1 center quality process, from scoring evaluations through assigning coaching. This innovative solution can automatically score up to 100 percent of interactions across all recorded E9-1-1 phone and text communications, offering much greater insight than you would receive from a small sample of calls. It can enable you to make more informed decisions that can drive improvements, such as:

- **Increased Efficiency** — Boost operational efficiency by shifting response center operators where they can deliver the greatest impact.
- **Risk Reduction** — Ensure that call takers and dispatchers follow mandatory scripts, helping reduce the risk of non-compliance with standard public safety protocols and procedures.
- **Enhanced Issue Handling** — Put the right person in the right place at the right time by redirecting your resources to address individual dispatcher gaps in knowledge, proficiency, and adherence to protocols.
- **Employee Appreciation** — Build employee satisfaction by assessing performance consistently, transparently, and objectively across every call, and share results with operators, managers, and supervisors.

This practical solution can help elevate your quality program to a level that would be difficult to attain through traditional quality management solutions alone.

## Now you can:

- Introduce automated elements to the quality management process, from scoring evaluations to assigning coaching.
- 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 call takers.

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## Empower Call Takers to Do Their Best

Verint Automated Quality Management includes integrated scorecards and can provide a seamless, automatic workflow for scoring calls, reporting on and sharing these metrics, triggering alerts, and viewing the results of coaching sessions to help resolve skill gaps. Your response center can benefit from a range of features, including:

- **Hierarchical Scorecards** — Provides drill-down detail for further analysis and root cause assessment, with roll-up visibility to team performance.
- **Script Adherence Assessment** — Helps reduce risk in association with regulatory compliance protocols and requirements by providing visibility across a large volume of calls.
- **Coaching Alerts** — Assigns coaching when a key performance indicator (KPI) falls below a user-defined threshold, to help address gaps in performance without administrative effort.
- **Automated Alerting** — Notifies a supervisor if an operator's KPIs fall below a predetermined threshold in the scorecard, enabling coaching to be initiated promptly.

## Introduce Automation at Your Own Pace

With Verint Automated Quality Management, you can introduce autoscoring at your own pace. You can automate as many evaluation questions as you choose, add forms over time, and roll them out to different groups in phases to help build confidence and encourage adoption.

Creating new forms is easy. You can even specify which questions should be manually or automatically scored, providing your center with flexibility in addressing specific operational requirements, types of calls or text interactions, groups of users, and more.

## Easy Deployment and Flexible Integration

Verint Automated Quality Management can be deployed with your existing Verint solutions and can integrate into your current workflows and protocols, so you can start using it quickly. It can be deployed with recording applications from other providers or used as a standalone solution.

## 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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