Verint Automated Verification Operations Check

Today's contact centers typically use thousands of handsets, lines, voice platforms, call recorders, and more. A failure at any point can pose a severe problem for your business. By automatically testing communications channels, you can better manage compliance risk, improve operational oversight and quality assurance, and become more responsive to change.

Verint® Automated Verification Operations Check™ automates "walk-the-floor" tests by conducting systematic audio quality testing and scoring across handsets, communications platforms, and voice recorders. Leveraging this process automation, it can verify that recording systems are writing calls to disk with acceptable voice quality that is auditable and optimal for playback and analysis. It can also proactively emulate the use of multiple communication paths, providing active quality checks against a range of telephony and voice recording environments.

Verint Automated Verification Operations Check offers intelligent automation and accurate verification to help ensure that any interaction your business captures has a consistent quality to meet strict regulatory and internal standards. Besides helping you remain compliant with industry policies and government regulations, it can enable you to:

- Automate pre-scheduled or on-demand functional testing of handsets and recorders, independent of routing, intermediate technologies, and interpretation of results.

- Measure and confirm the quality of audio recordings with automated, systematic testing across all communication paths.

- Ensure voice platforms and call recorders are available, and that calls can be retrieved correctly, in an auditable fashion.

- Mitigate the risk of degraded service after internal changes or upgrades to the communications and recording infrastructure.

Now you can:

- Automatically test audio quality on handsets, communication flows, and recording without human intervention.

- Identify service anomalies and avoid non-compliance, particularly after changes within the telephony and recording environment.

- Help your operations and IT teams meet monitoring and testing requirements more effectively, with fewer resources and less cost.

- Enable compliance teams to provide evidence of issues and interactions for compliance and audit requests by regulatory bodies and internal boards.

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Verint Automated Verification Operations Check

Leverage Intelligent Automation for Audio Testing

Verint Automated Verification Operations Check provides intelligent automation and verification to confirm your recorded and stored voice data can be used to help reconstruct customer interactions. Designed to modernize and automate operational assurance, the solution can help relieve your engineers and administrators of time-consuming, repetitive manual checks, enabling them to focus on more high-value tasks.

The solution can enable your business to implement a comprehensive testing regime to help reduce the risk associated with the go-live of new services, applications, and infrastructure. It can test every communication platform, call recorder collaboration tool, and telephony endpoint after an internal change or upgrade, to make sure services are fully operational at the start of a shift or working day.

Ensure Consistent Voice Call Data Quality

Verint Automated Verification Operations Check can enable your business to:

- Automatically confirm that the recording system is functioning correctly, and that all communications by regulated users are being recorded.

- Maintain quality by verifying that recording files are valid, and captured interactions have acceptable quality.

- Check the accuracy of call metadata and availability on the recorder search-and-replay engine.

- Use dashboards to gain clear visibility of your data and leverage advanced reporting.

- Generate exception reports against degraded voice quality scores, call failures, or metadata.

- Create global standards and processes that meet stringent regulatory and internal requirements.

The solution is an integral part of Verint Automated Verification™, which provides intelligent automation to efficiently manage the complexities of today's contact center communications infrastructure. It delivers improved operational intelligence to help businesses manage risk, foster compliance assurance, and leverage end-to-end automation through a scalable, resilient architecture.

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.

The Customer Engagement Company™

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