

Verint Automated Verification System Check

Organizations today must deal with increased regulatory oversight, resource constraints, and the challenge of standardizing processes for managing their critical communications infrastructure. Increasingly, they are turning to automation to monitor operations, control their back-end infrastructure, and ensure their systems are up and running before starting daily operations.

Verint® Automated Verification System Check™ is an automated solution that tests and monitors the entire communications and recording infrastructure. It helps ensure all essential components of the system are ready for use, running seamlessly, and operating properly for the start of the day. This vendor-neutral solution helps verify that configurations are correct, software versions are synchronized, and services are running consistently, while alerting you to failures through real-time dashboards and exception reports.

Verint Automated Verification System Check uses process automation to provide robust monitoring and testing capabilities across a variety of collaboration, voice communication, and voice recording technologies to provide operational efficiency and compliance across interactions. It can empower your operations teams and IT departments to:

- Ensure that all telephony, voice recorder, and voice platforms are fully operational upon any change in the system, without manual verification.
- Perform holistic testing of the whole communications infrastructure, and track and report on asset inventory and utilization down to a user level.
- Provide uniformity and repeatability on platform configurations through consistent testing, reporting, and alerting.
- Enable seamless daily operations by leveraging the solution's auto-discovery function to help maintain sufficient licensing and line capacity across all components of the communications system.

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Now you can:

- Automate testing and monitoring of the entire communications and recording infrastructure to identify inconsistencies and eradicate system failures.
- Save operating costs while refocusing your operations and IT teams on more value-added tasks instead of manual, time-consuming processes.
- Monitor system health, inventory, status, and performance functionally and holistically across each supported service.
- Improve operational assurance and compliance oversight to help adhere to regulations and avoid non-compliance fines.

Verint Automated Verification System Check

Keep Your System Up and Running

Even a short period of downtime, reduction in resource availability, or misconfiguration can result in enormous fines, reputation damage, or loss of customers. Verint Automated Verification System Check helps businesses across various industries consistently monitor and assess recording procedures and the underlying infrastructure, reducing time to resolution when an issue is discovered.

Designed to meet sophisticated operational and compliance requirements for businesses with local, regional, or global presence, this scalable solution offers flexible deployment options and test management schemes, real-time alerts, and advanced dashboards. It can help ensure your operations and IT teams are fully in control and aware of system health, status, and performance across the entire organization.

Automate Testing for Improved Oversight

Verint Automated Verification System Check can enable you to improve executive oversight across your organization to avoid unnecessary costs, penalties, and customer dissatisfaction that can result from failing to properly manage the communications environment.

Additionally, your business can foster operational excellence by gaining greater agility, better productivity, and cost-efficiency. The solution can deliver automated, programmatic health checks against IP environments across multiple vendors, providing teams with a consistent, accurate, and reliable testing foundation.

Built to verify that communications streams are functioning at an optimal level, the platform can enable you to:

- Automate best-practice tests on your global communications system and processes to help achieve smooth operations without engineering input.
- Perform additional tests where concerns over functionality arise, or check functionality after maintenance work and upgrades.
- Proactively track your environment and automatically detect additions or removals of assets in the infrastructure, without the need for further configuration.
- Display results via dashboards for actionable, auditable insights with instant reports on detected issues.

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. The solution 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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