

Verint Back-Office Desktop and Process Analytics

Many organizations have little or no visibility into the activities and processes of employees in back-office operations, such as accounting, loan processing, payment processing, and order fulfillment. This lack of visibility can make it difficult to recognize process and staffing issues — and opportunities — that can contribute to the overall efficiency, cost, and quality of customer service.

Verint® Back-Office Desktop and Process Analytics™ offers visibility into employee desktop activities across different systems, applications, and processes. This practical solution can help you more effectively manage the performance of the people, processes, and technologies in your back-office operations by:

- Capturing time spent in applications and identifying productive and unproductive behaviors.
- Measuring the time taken by individual employees to complete each processing step.
- Mapping processes in real time to help identify opportunities to streamline and reduce process variability.
- Comparing desktop activities with scheduled activities to manage schedule adherence and help ensure time is spent on the right tasks and priorities.*
- Using data captured at the desktop to feed performance-based scorecards.
- Collecting the activities performed by individuals or teams on a single work item in a central repository for quick review and evaluation.
- Alerting managers automatically when employees are out of compliance with company or industry processing standards.
- Presenting employees with real-time guidance scripts to help expedite tasks and meet service-level agreements when enhanced with optional Verint® Process Assistant™.

* Requires Verint Workforce Management™.

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Now you can:

- Gain visibility into day-to-day operations by capturing activity directly at the employee desktop.
- Reveal hidden capacity and enhance productivity by showing how and when employees use applications and systems to perform their work.
- Obtain greater insight into performance and efficiency by enabling the contributions of individuals and groups to a single work item or case to be tracked.
- Tie desktop activity to processes, enabling real-time process mapping and identification of bottlenecks and best practices.

Verint Back-Office Desktop and Process Analytics

Identify Issues and Take Immediate Action

Verint Back-Office Desktop and Process Analytics provides a broad range of available functionality, including:

Advanced Desktop Analytics™ — Provides data capture, event triggering, and analysis of desktop application usage through:

- **Triggers** — Provides user-defined, screen-based desktop triggers to automatically detect select events and activities conducted across employee desktop applications, such as opening / closing of windows, starting / stopping of process steps, and input within a particular field. The solution can use these events to create volume counts and automated message alerts and email notifications. Events and time spent on application screens can be converted into volumes and time standards for use by Verint Workforce Management™ to forecast and schedule staff.
- **Application Analysis** — Tracks and reports on application activities on the desktop, showing which applications employees use — including how they use them, when, and for how long. You can compare employees' adherence to scheduled activities and track idle time, helping you distinguish between time spent in production-related applications versus non-production activities.

Strategic Desktop and Process Analytics™ — Provides the functionality of Advanced Desktop Analytics, along with:

- **Collections** — Collects the activities (contributions) performed by individuals or teams on a single work item or case in a central repository for quick review and evaluation. You can easily search and evaluate the contributions of front- and back-office employees from a single, easy-to-use workspace.
- **Process Analysis** — Enables you to define specific processes, then track the volume and status of workflow as it moves through them using the sequences of trigger data and

application usage patterns from Advanced Desktop Analytics. When the software recognizes a specified sequence of steps, it records the data.

The solution can provide reports showing which processes have been completed, how long they took, who performed them, and the steps involved. You can even spot incomplete processes, transaction values, and account data at given steps.

- **Process Discovery** — Graphically maps, step by step, how employees execute business processes based on their actual desktop activities or activity log files. The solution can capture data and create process diagrams in Microsoft Visio® automatically without interrupting work, interacting with critical corporate systems, or requiring predefined process flows or integration with other applications. For even greater value, Verint Back-Office Desktop and Process Analytics can be enhanced with optional functionality:

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- **Verint® Process Assistant™** — Helps employees complete tasks faster by providing guidance and automation wizards that overlay applications, showing staff exactly what to do, preventing them from proceeding in some situations, and even performing the work for them in others. The solution can automatically provide staff with “Guide Me” or “Show Me” scripts, and pre-populate data across applications to help increase accuracy and productivity.

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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