

Verint Desktop and Process Analytics for Public Safety



Although most response centers are familiar with recording telephone interactions and monitoring call quality, they also need the ability to retrieve specific interactions and reconstruct events quickly. Having insight into all employee desktop activities and using the captured data and analytics for faster decision-making can help you achieve more efficient operations.

Verint® Desktop and Process Analytics™ complements screen and voice recording by enabling the processes associated with emergency response operations to be tracked, measured, analyzed, and refined. Your control room can use this insight to improve efficiency, reduce costs and liability, and enhance mission-critical communications.

Verint Desktop and Process Analytics can help E9-1-1 centers gain visibility into desktop activities by:

- Tagging recordings with information to facilitate easy retrieval.
- Identifying issues in calls and corresponding desktop activities, and providing immediate drill-down to help reveal root cause.
- Identifying call-taker and system behaviors that do not comply with regulations and protocols.
- Revealing the successful behaviors of top performers.
- Improving efficiency by showing how employees use applications and systems to perform their work.
- Collecting and centralizing the contributions from one or more call-takers to a particular case, helping you reconstruct events and pinpoint where actions deviated from protocols.
- Detecting flawed protocols and protocol variations.

Now you can:

- Provide visibility into employees' desktop activities, application usage, protocols, and schedule adherence to help reveal hidden capacity and increase productivity.
- Use data captured at the desktop to populate performance-based scorecards.
- Make faster, better decisions using captured data and analytics.

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Identify Issues and Take Immediate Action

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

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

- **Triggers** — Constantly monitor each employee's desktop to detect user-defined, screen-based events and use this information to carry out other required actions automatically. For example, when new events are entered in the CAD system (triggers), Verint Desktop and Process Analytics can capture the incident number and incident type automatically and tag them with the associated voice recording (the action). Triggers and actions can be created for a wide variety of events and activities conducted across various desktop applications, removing the need for operators to carry out those steps manually.
- **Path Manager and Studio** — Enable you to add screens and triggers quickly and develop workflows that are simple for users to modify as needed. Use pre-defined templates or create your own to group Desktop Process Analytics triggers together for capturing workflows and comparing processing paths.
- **Application Analysis** — Tracks and reports on all application activities on the operator's desktop, showing which applications your staff use — including how they use systems, when, and for how long. You can observe patterns in workflow and computer usage, and identify non-work related activities that can have a dramatic impact on response time and capacity.

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

- **Collections** — Collects the activities performed by individuals or teams on a specific case in a central repository for quick review and evaluation. You can easily search and evaluate the contributions of all employees from a single, easy-to-use workspace.
- **Process Analysis** — Enables you to define specific processes, then track the volume and status of work. Reports show which operations have been completed, how long they took, who performed them, and the steps involved.
- **Process Discovery** — Graphically maps, step by step, how employees execute processes based on their actual desktop activities or activity log files. The solution can automatically capture data and create Microsoft Visio® process diagrams without interrupting work, interacting with critical systems, or requiring predefined process flows or integration with other applications.

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.

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