VERINT.

Verint Forecasting and Scheduling
Solutions Deliver the Right Resources in the Right Moment.

AI-powered Workforce Management for One Workforce Across the Enterprise

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Managing Your Workforce Has Changed

Today's workforce has a different set of expectations for their jobs, and workforce management applications of the past just aren't up to the challenge. You need cloud-based applications that can flexibly balance accurate forecasts and schedules–across the enterprise, for every channel, and for both humans and bots. With Verint® forecasting and scheduling solutions, you can:

- Create forecasts and schedules for all employees and work-types.
- Maintain a unified view of schedules across remote, hybrid, and return-to-office employees.
- Give employees the flexibility to schedule their work in a way that fits into the rest of their lives.

With our patented artificial intelligence (AI), you can gain agility while still automating forecasts with accuracy. Read on for how Verint forecasting and scheduling solutions can help reduce staffing costs, improve employee retention, and more.

The world's leading brands rely on Verint Open CCaaS Platform for their workforce management needs.

- Google
- Holland America
- Aegon
- Commerce Bank
- Blue Cross Blue Shield of Louisiana
- Humana
- Mastercard
- NHS Business Services
- Navy Federal Credit Union

One Workforce, One Schedule

Your workforce is more dispersed than ever. Your employees are in contact centers, back offices, retail branches, and working from home. In addition to full-time and gig employees, you have to manage your bots doing automated work. Suddenly, your workforce is handling a broad range of tasks and servicing customers across channels, languages, and departments. These complexities don't have to negatively impact the customers' service experience. With Verint, you can:

- Manage your employees as one workforce.
- Create schedules where agents switch channels and tasks throughout their shifts.
- Leverage peaks and valleys of work across employee types to improve efficiency and reduce staffing costs.

With visibility across your workforce, you can use AI to intelligently forecast and schedule resources to meet customer demand across digital and traditional channels.

As your employees return to the office, Verint offers specific capabilities to effectively manage your workforce from multiple locations, including:

- Staggered start times

- A mix of work-from-home and in-office agents

- Hoteling capabilities to select desks in shared spaces

- Equal opportunities for employees to work from home or in-office according to your guidelines

Flexibility for Real Life

We get it. Life is more complicated than ever. Your employees demand flexibility to balance their work responsibilities, busy lives, and safety.

To attract and retain top talent, you must provide flexible schedules and tools for employees to easily adjust schedules and accommodate their personal lives. With Verint Mobile Work View™, your employees can easily check their schedules, request time off, and swap shifts, all with a tap of their finger.

Verint Mobile Work View also gives you and your employees access to view their performance. With Verint Workforce Management™ scorecards, you can gain insight into what employees are doing, how effectively they're performing, and where they need to sharpen their skills.

Many shift change requests can be automatically accepted or rejected, and those requiring manual approval can be quickly assessed by supervisors within the Verint Mobile Team View™ app.

An Open Solution for Today's Businesses

Verint forecasting and scheduling solutions are designed with openness in mind. The solutions on Verint Open CCaaS Platform™ are built to easily integrate with other applications within your ecosystem.

With Verint, you can easily move business intelligence data between workforce management and systems such as HR and CRM platforms to meet your specific requirements.

Verint's open architecture and broad partner ecosystem are hallmarks of our cloud platform. We provide native integrations with leading solutions, as well as APIs and development tools to help customers and partners easily integrate and add value quickly. Our commitment to openness is unparalleled.

Reimagine Hiring

"Work from anywhere" also means "apply from anywhere." Broadening your hiring efforts beyond your physical locations creates a boundless candidate pool.

As the number of applicants increases, you'll need more help pre-assessing candidates to minimize hiring-manager effort. Traditional interview practices need to be reimagined. With Verint Intelligent Interviewing™, you can:

- Leverage machine learning and predictive analytics to automate parts of the interviewing process.
- Evaluate candidate engagement, knowledge, and communication skills.
- Predict candidates most likely to succeed, so you can reduce employee attrition and drive higher customer service.
- Hire high-quality talent with unprecedented efficiency.

Our proprietary technology analyzes responses for vocal energy, length, pace, and emotion. The solution also evaluates vocabulary and fluency to determine each candidate's ability to communicate.

The result is a prescreening process that shortens the overall recruitment experience by hours and improves your time-to-fill and quality-of-hire metrics.

"Verint Intelligent Interviewing is the right solution at the right time to help companies ease the transition to the future of work, in the contact center, the back office, and beyond."

Sheila McGee-Smith
Founder and Principal,
McGee-Smith Analytics

Manage Your Entire Workforce, Not Just Contact Centers

There is a problem in back-office operations today. Back offices have invested in process and task automation tools for decades. But processes don't get the work done, people do.

Back-office employees work on multiple work types, across different systems, teams, and locations. With Verint, you have visibility into who's doing what, when, and if it's the right activity for that time. You can capture actual handle times for all work types, so you can create accurate demand forecasts and capacity plans that include both humans and bots. You'll improve operational efficiency in the back office and better meet your SLAs.

Verint Workforce Management Branch solutions enable banks to forecast demand and schedule the right mix of employees across the entire network to help meet service, efficiency, and revenue goals. You can easily move employees to different branches as demand changes, and even schedule branch workers to handle contact center or back-office tasks during non-peak times.

"As customer interactions with the bank were evolving, we wanted to make our branch staffing decisions based on sound analytics rather than instincts."

Ben Hopper
SVP, Head of Strategy,
First Horizon

Powered by Verint Da Vinci AI

Verint Da Vinci™ AI is embedded natively throughout the platform, with advanced machine learning models, natural language processing, intent, and analytics engines all designed by Verint Labs.

With Verint Da Vinci, you can respond faster to changing customer and employee needs while building new business processes. Verint Da Vinci creates differentiated customer experiences based on industry-leading rich data sets, analyzing more than 10 billion customer engagement interactions annually across thousands of customers in every industry.
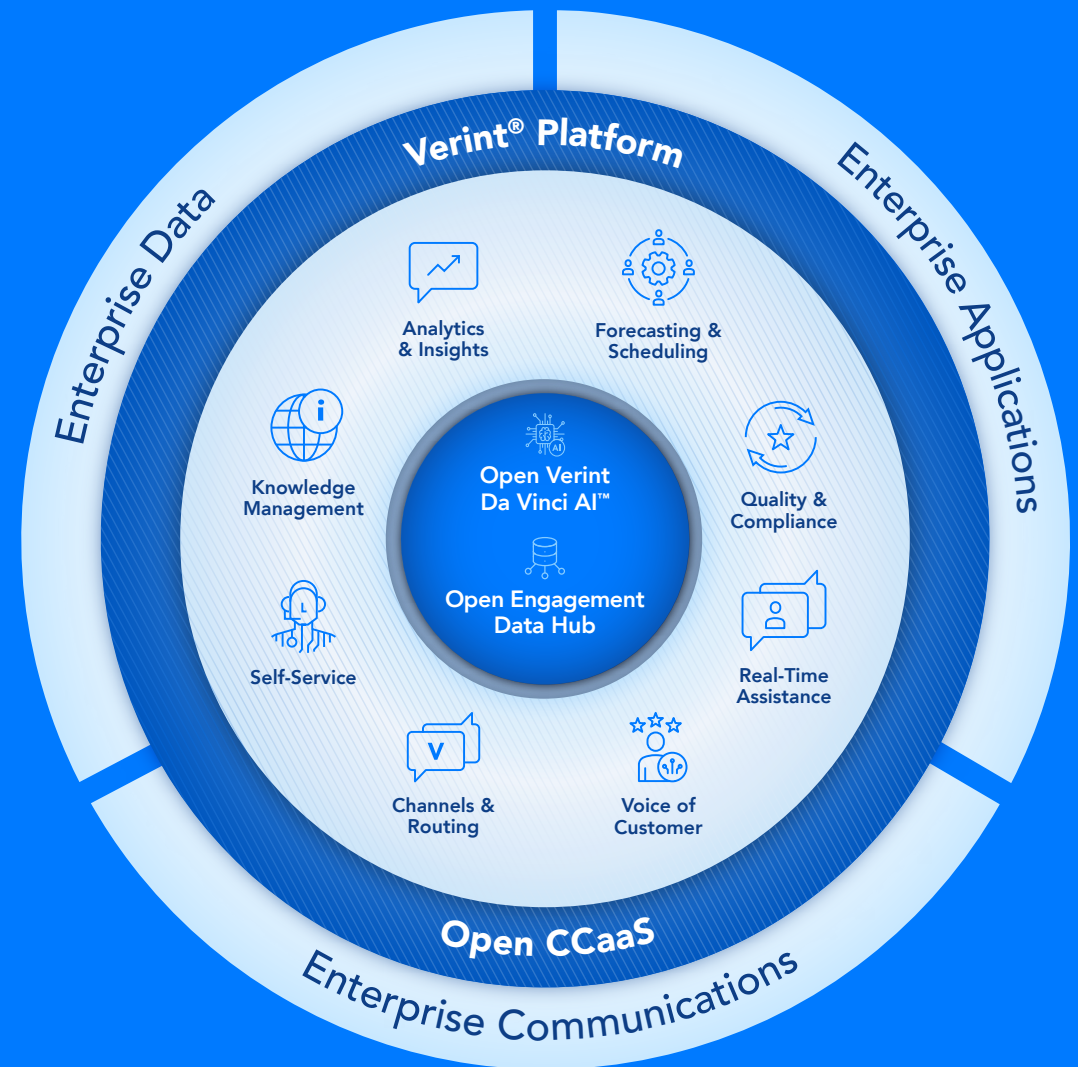
Part of Verint Open CCaaS Platform

Verint forecasting and scheduling solutions help you close the Engagement Capacity Gap™ across the enterprise and are an integral part of the Verint Open CCaaS Platform. Verint Open CCaaS provides a comprehensive set of solutions to power your workforce with AI-powered tools for humans and bots, including:

- **Channels and Routing:** Enabling conversational automation over digital channels, as well as workforce orchestration across all channels, to help businesses scale customer engagement.
- **Self-Service:** Delivering a unified customer experience across a wide number of digital self-service channels, including messaging, social, chat, email, virtual assistant, and communities.
- **Knowledge Management:** Accelerating human and bot collaboration to deliver a consistent customer experience while adhering to compliance and regulatory policies.
- **Forecasting and Scheduling:** Enabling businesses to understand the staff needed to meet and exceed customer expectations while enabling employees with flexible scheduling options.
- **Quality and Compliance:** Accelerating the use of automation to make customer interactions across channels more pleasant, productive, and secure.

- **Analytics and Insights:** Extracting insights from structured and unstructured customer interactions and activities across the enterprise to drive strategy, productivity, loyalty, and revenue.
- **Real-Time Assistance:** Supporting in-the-moment workforce activities with workflows, guidance, assistance, and automation to enhance sales, customer experience and compliance.
- **Voice of the Customer:** Delivering insights to understand voice of the customer data across web, mobile, social media, and surveys, enabling businesses to understand CX across the organization.

VERINT. The Customer Engagement Company®

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