

Verint Gamification



Keeping employees engaged with their work can be an ongoing challenge for many organizations. While coaching, mentoring, and training can enhance employee engagement, savvy organizations are incorporating elements of game theory — gamification — into the workplace to help stimulate and motivate their staff.

Verint® Gamification™ is a cloud-based enterprise software solution that applies game mechanics to help you engage staff, communicate goals, measure and acknowledge achievements, inspire collaboration, and motivate teams. It can enable your organization to transform the process of skills acquisition and enhancement from a routine chore into an exciting and engaging experience.

Going beyond the points, badges, and leaderboards typical of many gamification applications, Verint Gamification provides rich game narratives right out of the box with clear calls to action focused on personal and shared performance metrics, on-the-job mastery, and enhanced customer interactions. By coupling engaging themes such as racing, virtual city building, or scavenger hunts with a progression of challenges and levels, the solution can capture employee interest while helping build desired skills and behaviors.

Now you can:

- Build and sustain employee engagement, which in turn can lead to enhanced sales, customer engagement, and quality.
- Leverage game mechanics to help employees develop and maintain desired skills, knowledge, and behaviors to achieve organizational performance goals.
- Transform performance management exercises into an engaging experience for individuals and teams.

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Take Performance Management to a New Level

Verint Gamification builds on Verint's broad portfolio of customer engagement solutions. It can leverage employee performance data from applications within the portfolio, as well as from external systems, such as CRM and human resources systems.

The solution features personalized and non-competitive leaderboards, raffles, and ad-hoc competitions and can deliver gamified simulations, quizzes, surveys, or polls, along with embedded videos and presentations. Flexible game rules help make it easy to configure to meet your organization's unique requirements, all without custom coding. In fact, the system can be up and running in a matter of days and is scalable, so it can grow along with your business.

Realize a Range of Benefits

With personalized guidance and real-time feedback, employees can easily see how they are performing against their personal best, their peers, and organizational goals. Awards and recognition can bolster employee morale and confidence, with progressive, just-in-time learning that can help employees achieve job mastery at their own pace.

Verint Gamification can accommodate multiple key performance indicators (KPIs) in a balanced scorecards approach to deliver challenging, yet entertaining simulations to help improve desired skills, behaviors, and performance outcomes. These KPIs help keep employees focused on the big picture, as well as identify areas for improvement. The automated assignment of learning based on role, skill, and performance can free up manager time, while the availability of real-time performance data can help managers coach more effectively.

Part of the Verint Customer Engagement Portfolio

Verint Gamification is part of a patent-protected portfolio of cloud and on-premises solutions for simplifying, modernizing, and automating customer engagement to drive strategic impact across the enterprise.

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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