

Verint Interaction Quality



Now You Can:

- Gain a complete view of quality by connecting customer feedback with internal measures of interaction performance and compliance standards.
- Engage customers immediately after an interaction using short, dynamic voice or digital evaluations.
- Incorporate customer feedback seamlessly into the KPIs generated by quality management and performance programs.
- Drive agent coaching and customer experience improvements, with enriched insights and deeper understanding of interaction quality.

For most organizations, quality monitoring focuses on evaluating contact center interactions against internal standards for compliance and customer service. This means that quality improvement initiatives often fail to integrate the customers' perception of quality.

Verint® Interaction Quality™ enables you to gather immediate and direct customer feedback across all voice and digital channels and incorporate it into your customer service quality program.

This purpose-built, quality-focused solution delivers short, context-sensitive, and dynamic post-interaction voice or digital evaluations from the customer perspective. It collects customers' feedback about the quality of their experience, immediately after every interaction — while opinions, sentiments and details are still fresh in their mind.

Results are fed seamlessly into your quality management workflows and contribute to the same scorecards and evaluations as other agent and chatbot assessments. This enhances your quality programs by connecting customer feedback directly to interactions, providing greater insights into agent and bot performance, interaction quality, and compliance. Armed with this, you can take fast, decisive action for significant business impact.

Verint Interaction Quality also combines with other capabilities on Verint Cloud Platform, which can enable you to adopt the Verint Total Quality™ approach. Instead of evaluating only a small sampling of interactions while leaving the majority unscreened and potentially concealing serious issues, you can automatically review up to 100 percent of interactions across all contact center and self-service channels and provide AI-driven real-time coaching. This Total Quality approach can broaden and enhance your quality and compliance program, helping you optimize contact center operations and improve the customer experience.

VERINT®

Verint Interaction Quality

Benefit from Optimal Usability

Flexible and easy to use, Verint Interaction Quality applies rules that you define, so the requested feedback is dynamic and relevant to customers. Just select a template and add your own questions, or choose from a library of question types. You can also capture verbatim comments, helping reveal what your customers really think.

Because evaluations are intelligent, context-based, and timely, they can engage customers and deliver response rates superior to traditional, one-size-fits-all questionnaires. This allows you to capture meaningful data, even with large numbers of customers. Businesses have reported up to a 50 percent reduction in time spent on survey administration and 25 – 30 percent survey participation — much higher than industry norms. Comprehensive analytics are integrated with your quality reporting to help you understand the customers' view of quality — vital to improving agent performance and engagement, customer loyalty, and satisfaction.

Facilitate Timely Action

Verint Interaction Quality feeds into the quality dashboards, scorecards, and reporting that your quality teams and agents already work with. Alerts are easy to create and can automatically notify managers for timely action. You can drill down to specific call recordings for further analysis, helping you follow-up on individual interactions, initiate agent training, or restructure in line with demand.

Combine with Other Data for Greater Insight

Verint Interaction Quality integrates with Verint Workforce Engagement solutions, natively linking customer experience with quality assessments, performance management, and operational data. This provides the “why behind the what,” helping you diagnose the reasons for overall trends and facilitating analysis right down to the individual call or agent level. Some organizations have been able to improve NPS scores by up to 90 percent. This can go a long way toward solving The Engagement Capacity Gap™ that arises when customers' expectations for service exceed your organization's ability to meet them.

Part of Verint Customer Engagement Cloud Platform

Verint Interaction Quality is part of the Verint Customer Engagement Cloud Platform and the Total Quality approach. It can help you monitor more channels and interactions, reduce the risk of non-compliance, infuse quality management with customer feedback, and automate real-time coaching to guide calls to a positive outcome. As customer expectations rise and traditional service delivery models fail to keep up, using a Total Quality approach can actively help you to close the Engagement Capacity Gap.



Learn more at
www.verint.com

The Customer Engagement Company™

Americas

info@verint.com
+1 770 754 1900
1-800-4VERINT

Europe, Middle East & Africa

info.emea@verint.com
+44(0) 1932 839500

Asia Pacific

info.apac@verint.com
+(852) 2797 5678



verint.com



twitter.com/verint



linkedin.com/company/verint



verint.com/blog

Net promoter, NPS, and Net Promoter Score are trademarks of Satmetrix Systems, Inc. Bain & Company, and Fred Reichheld.

© 2022 Verint Systems Inc. All marks referenced herein are trademarks, registered or otherwise, of Verint Systems Inc. ("Verint"), its subsidiaries, or its respective licensor owners. All Rights Reserved Worldwide. Unauthorized use, duplication, or modification of this document, or any part, without the written consent of Verint is strictly prohibited. By providing this document, Verint is not making representations regarding the correctness or completeness of its contents and reserves the right to alter this document at any time without notice. Features listed in this document are subject to change and not all functionality is available in all configurations. 08.2022

VERINT®