Verint Operations Manager

Back-office operations are under increasing pressure to reduce costs while improving the customer experience. Managers in these areas struggle with operational silos, inconsistent processes, and a lack of real-time data to identify ways to increase capacity, speed turnaround times, and ensure consistency and quality of services delivered.

Now You Can

- Collect data from disparate systems automatically and use it to holistically manage capacity and improve staff productivity.

- Reduce turnaround times and improve the customer experience by enabling employees to complete work faster.

- Accomplish more with the same or less headcount by processing work more efficiently.

- Automate the prioritization and allocation of work, including digital and manual tasks.

Verint® Operations Manager™ is a cloud-based productivity and analytics solution that helps back-office operations manage a dynamic and dispersed workforce. The purpose-built solution automates the capture of employee activity and work item data from the many disparate systems and multiple employees who execute work. Innovative reports centralize the data into easy-to-use operational dashboards that provide a single source of truth for increasing operational efficiency, optimizing service delivery, and improving the customer experience.

The enterprise solution helps simplify operational management and offers organizations insights to quickly meet changing business and customer needs. Verint Operations Manager can enable back offices to:

- Increase employee efficiency and effectiveness.

- Create accurate capacity reports and demand planning.

- Manage backlog volume, age and workflows.

- Prioritize and allocate work based on skills, availability, priority, and service level agreements (SLAs).

- Conduct sample quality reviews, drive consistency and compliance in the execution of work.

Verint Operations Manager provides easily configurable data integration capabilities and modeling, so you can be up and running in a short time period, without lengthy and costly customization services. Your organization can maintain and sustain its existing systems, with Verint Operations Manager acting as an overlay to create a holistic dashboard of all work and resources available for faster, easier decision making.

VERINT.

Verint Operations Manager

Gain Real-Time Insights

Verint Operations Manager provides both employees and managers transparency into performance data, empowering employees to self-adjust behavior to meet performance goals. Goals and employee productivity expectations are automatically displayed in personal dashboards. Managers can quickly identify struggling employees and schedule coaching sessions or additional training.

Improve Agility and the Customer Experience

Verint Operations Manager creates accurate, cross-functional capacity reports, so organizations can align the appropriate headcount to processes and tasks. By having the right resources to get the work done, you can maximize utilization and potentially reduce headcount costs while improving SLA achievement. This holistic view of true capacity, at a high level with drill-down capabilities to department, team, and individual levels, can help your organization quickly adapt to changing market and customer expectations.

The solution automates the collection and aggregation of work item data, and can automatically prioritize and allocate work, freeing up managers to spend more time thinking critically. Managers can solve impediments faster and provide more effective coaching to keep work moving along—which helps improve service levels and reduce penalty fees from missing customer and regulatory service goals. Automated and simplified spot-checking and in-process validation of work can help managers reduce the amount of rework and the added cost of customer complaints.

Benefit from Flexible Deployment Choices

For organizations that want to phase in deployment while realizing incremental value quickly, Verint Operations Manager is available with fast-to-deliver services that enable key capabilities for generating productivity and performance improvements. Additional services can enable different sets of capabilities for further improving operational efficiency, optimizing service delivery, and delivering customer service excellence. Standardized management processes and model design, along with a "train the trainer" approach, help you build self-sufficiency on functionality, business use cases, and management processes.

Verint services are designed to create value and help ensure solution adoption, consistency in operational methodology across functions, and the sharing of best practices gained from more than 30 years of expertise by actual back-office operations managers to maximize the value of the solution.

Learn more at
www.verint.com

The Customer Engagement Company®

Americas

info@verint.com

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
facebook.com/verint
blog.verint.com

VERINT®