

Verint Operations Visualizer Cloud QuickStart



Improving employee productivity and engagement isn't easy, but in back-office operations, even small increases can translate into substantial capacity gains and savings for your business.

Verint® Operations Visualizer™ Cloud QuickStart is designed to help organizations gain greater visibility into employee and/or work group productivity in as little as eight weeks.* This offering augments the innovative functionality of Verint Operations Visualizer with standardized services to help you quickly identify areas with excess capacity. Deployed in the cloud, it can enable you to focus employees on the right activities and balance workloads and resources more effectively,

With Verint Operations Visualizer Cloud QuickStart, you can jumpstart your efforts to capture actual desktop activity data, then transform it into actionable performance metrics displayed in role-specific scorecards with predefined key performance indicators (KPIs). Your organization can quickly realize benefits, including:

- Gaining real-time visibility into employee or team behavior, in accordance with employee privacy regulations or policies.
- Capturing and consolidating data directly from the desktop to show time spent idle or in production applications and in non-production related tools and activities.
- Understanding the productivity levels of large and distributed teams and work groups.
- Creating a single view of performance data that both the employee and manager can view.

By understanding where employees spend their time, you can better manage capacity and time spent in production, and drive down operating costs.

*Results may vary.

Now you can:

- Increase visibility into employee and/or team behavior.
- Compare employees and teams in the same role equitably against productivity goals.
- Gain a better understanding of overall capacity for better resource planning and balancing.
- Realize ROI in as little as eight weeks.

VERINT®

Verint Operations Visualizer Cloud QuickStart

Benefit from an Enterprise-Scale Solution

Verint has years of experience providing enterprise-scale solutions to leading organizations across a variety of industries, and we understand the challenges posed by back-office operations. With Verint Operations Visualizer Cloud QuickStart, you can start benefitting from real-time data and reporting in as little as eight weeks and may see an ROI within just three to six months.* The solution offers powerful functionality that delivers insight automatically, including:

- **Application Analysis** — Captures application usage directly from staff desktops. Managers can see which applications teams and work groups are spending the most time in, idle time, time logged in or out of the desktop, and current desktop activity.
- **Employee Time Tracking** — Enables employees to electronically log information on time spent on non-desktop-related activities with nine definable activity categories. Employees can indicate when they are shifting to production and non-production activities, such as meetings and training, so that these activities are included in the reporting and analysis. This helps complete the picture of the full work day.
- **Performance Scorecards** — Provides individual, team, and enterprise scorecards with six predefined KPIs. The solution can help each employee or area understand the percentage of time spent in production versus idle or non-production related activities. It can also help managers identify and close the gaps between high- and low-performing employees or teams.

* Results may vary.

- **Standardized Services** — Helps organizations start benefiting from the solution in as little as eight weeks. Services include product configuration and standard training, as well as self-paced learning to educate your team on business use, best practices, and preparation for implementation.

With Verint Operations Visualizer Cloud QuickStart, your organization can fast-track its ability to capture lost productivity and reduce operational costs—while elevating employee performance and the overall customer experience.

Part of the Verint Customer Engagement Portfolio

Verint Operations Visualizer Cloud QuickStart is part of a patent-protected portfolio of cloud 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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